

Position Name	Pay Basis	Annualized Salary
Accounting Specialist	HOURLY	\$ 63,000.08
Accounts Payable Supervisor	MONTHLY	\$ 85,000.08
Accounts Receivable and Revenue Control Finance Manager	MONTHLY	\$ 142,965.72
Administrative Assistant	HOURLY	\$ 48,803.98
Administrative Receptionist	HOURLY	\$ 49,982.40
Air Service Development Manager	MONTHLY	\$ 105,026.52
Airfield Maintenance Leader	HOURLY	\$ 42,744.83
Airfield Maintenance Supervisor	HOURLY	\$ 59,092.80
Airfield Maintenance Supervisor	HOURLY	\$ 63,314.16
Airfield Maintenance Supervisor	HOURLY	\$ 61,464.00
Airfield Operations Compliance Manager	MONTHLY	\$ 98,800.08
Airfield Operations Duty Manager	MONTHLY	\$ 84,999.96
Airport Credentials Specialist	HOURLY	\$ 42,982.78
Airport Credentials Specialist	HOURLY	\$ 48,477.31
Airport Credentials Specialist	HOURLY	\$ 40,730.98
Airport Duty Manager	MONTHLY	\$ 85,000.08
Airport Emergency Operations Manager	MONTHLY	\$ 92,820.00
Airport Grounds Manager	MONTHLY	\$ 95,504.52
Airport Operations Business Partner Support Specialist	MONTHLY	\$ 62,100.00
Airport Operations Duty Manager	MONTHLY	\$ 85,495.92
Airport Operations Duty Manager	MONTHLY	\$ 86,239.68
Airport Operations Duty Manager	MONTHLY	\$ 87,975.12
Airport Operations Duty Manager	MONTHLY	\$ 88,400.04
Airport Operations Manager-Airfield	MONTHLY	\$ 77,625.00
Airport Operations Manager-Airfield	MONTHLY	\$ 77,625.00
Airport Operations Manager-Airfield	MONTHLY	\$ 78,000.00
Airport Operations Manager-Airfield	MONTHLY	\$ 106,505.52
Airport Operations Manager-Airfield	MONTHLY	\$ 75,000.00
Airport Operations Manager-Airfield	MONTHLY	\$ 75,000.00
Airport Operations Manager-Airfield	MONTHLY	\$ 77,625.00
Airport Operations Manager-Airfield	MONTHLY	\$ 79,000.08
Airport Operations Manager-Airfield	MONTHLY	\$ 82,000.08
Airport Operations Manager-Terminal	MONTHLY	\$ 78,000.00
Airport Operations Manager-Terminal	MONTHLY	\$ 75,000.00
Airport Operations Safety Systems Manager	MONTHLY	\$ 98,938.56
Airport Operations Supervisor - AOC	HOURLY	\$ 66,560.00
Airport Operations Supervisor - AOC	HOURLY	\$ 66,560.00
Airport Operations Supervisor - AOC	HOURLY	\$ 66,560.00
Airport Operations Supervisor - AOC	HOURLY	\$ 66,560.00
Airport Operations Supervisor - AOC	HOURLY	\$ 66,560.00
Airport Operations Supervisor, AOC	HOURLY	\$ 66,560.00
Airport Operations Supervisor-Airfield	HOURLY	\$ 55,908.22
Airport Operations Supervisor-Airfield	HOURLY	\$ 55,998.25

Position Name	Pay Basis	Annualized Salary
AOC Dispatcher III	HOURLY	\$ 58,240.00
AOC Public Safety Manager	MONTHLY	\$ 97,555.56
Application Developer II	MONTHLY	\$ 98,487.48
Assistant Division Manager, Building and Grounds	MONTHLY	\$ 118,003.80
Assistant General Counsel	MONTHLY	\$ 225,000.00
Assistant General Counsel	MONTHLY	\$ 228,000.00
Associate ITS Support Specialist	MONTHLY	\$ 70,000.08
Audit Manager	MONTHLY	\$ 126,451.92
Automated Systems Technician	HOURLY	\$ 63,787.46
Automated Systems Technician	HOURLY	\$ 61,326.72
Automated Systems Technician	HOURLY	\$ 66,564.58
Automated Systems Technician	HOURLY	\$ 52,743.60
Automated Systems Technician	HOURLY	\$ 58,536.19
Automated Systems Technician	HOURLY	\$ 52,743.60
Automated Systems Technician	HOURLY	\$ 57,695.04
Automated Systems Technician	HOURLY	\$ 58,254.77
Automated Systems Technician	HOURLY	\$ 55,470.84
Automated Systems Technician	HOURLY	\$ 55,224.00
Automated Systems Technician Trainee	HOURLY	\$ 41,600.00
Automated Systems Technician Trainee	HOURLY	\$ 41,600.00
BIM/CAD Manager	MONTHLY	\$ 113,138.16
Board Services Administrator	MONTHLY	\$ 97,916.64
Budget Manager	MONTHLY	\$ 118,000.08
Building Maintenance Manager	MONTHLY	\$ 92,514.84
Building Maintenance Supervisor	HOURLY	\$ 62,431.20
Building Maintenance Supervisor	HOURLY	\$ 62,732.80
Building Maintenance Supervisor	HOURLY	\$ 60,320.00
Business Analyst	MONTHLY	\$ 75,000.00
Business Diversity Compliance Specialist	MONTHLY	\$ 79,175.88
Business Diversity Specialist	MONTHLY	\$ 92,023.08
Business Office Manager (Concessions and Commercial Parking)	MONTHLY	\$ 81,445.20
Business Office Manager (General Aviation)	MONTHLY	\$ 76,659.60
Business Office Manager (HR & Administration)	MONTHLY	\$ 80,757.72
Business Office Manager (Information Technology)	MONTHLY	\$ 82,631.28
Business Office Manager (Internal Audit)	MONTHLY	\$ 81,767.28
Business Office Manager (Maintenance)	MONTHLY	\$ 78,881.52
Business Office Manager (Marketing)	MONTHLY	\$ 81,445.20
Business Office Manager (Procurement)	MONTHLY	\$ 76,000.08
Business Office Manager (Real Estate)	MONTHLY	\$ 82,145.76
Business Office Manager, Operations	MONTHLY	\$ 75,000.00
Business Systems Analyst II	MONTHLY	\$ 83,200.08
Business Systems Analyst II	MONTHLY	\$ 108,675.00
Business Systems Analyst II	MONTHLY	\$ 104,040.00

Position Name	Pay Basis	Annualized Salary
Capital Planning Senior Analyst	MONTHLY	\$ 97,322.40
Chief Executive Officer	MONTHLY	\$ 838,886.04
Commercial Parking and Ground Transportation Manager	MONTHLY	\$ 97,801.92
Commercial Parking Systems Manager	MONTHLY	\$ 90,045.00
Commercial Real Estate Specialist	MONTHLY	\$ 70,978.20
Communications Manager	MONTHLY	\$ 89,621.16
Communications Specialist	MONTHLY	\$ 81,722.28
Concession Compliance Manager	MONTHLY	\$ 84,558.00
Concessions Contract Manager	MONTHLY	\$ 90,418.80
Construction Project Manager	MONTHLY	\$ 117,550.20
Credentials & Access Compliance Manager	MONTHLY	\$ 85,000.08
Cyber Security Engineer	MONTHLY	\$ 117,683.40
Development Committee Manager	MONTHLY	\$ 111,865.08
Director of Air Service Development	MONTHLY	\$ 198,653.04
Director of Airport Concessions	MONTHLY	\$ 161,400.12
Director of Airport Operations & Emergency Management	MONTHLY	\$ 164,800.08
Director of Airport Properties and Airline Affairs	MONTHLY	\$ 195,000.00
Director of Capital Programs	MONTHLY	\$ 172,565.16
Director of Commercial Parking & Ground Transportation	MONTHLY	\$ 196,034.16
Director of Commercial Real Estate	MONTHLY	\$ 211,738.20
Director of Communications	MONTHLY	\$ 185,445.48
Director of Construction	MONTHLY	\$ 230,000.04
Director of Digital Technologies & Innovation	MONTHLY	\$ 178,000.08
Director of Enterprise Application Services	MONTHLY	\$ 185,135.04
Director of Financial Planning & Reporting	MONTHLY	\$ 173,000.04
Director of Government Affairs & Community Relations	MONTHLY	\$ 200,720.04
Director of Human Resources	MONTHLY	\$ 183,000.00
Director of ITS Enterprise Operations & Client Services	MONTHLY	\$ 189,751.20
Director of Maintenance Operations	MONTHLY	\$ 175,000.08
Director of Marketing	MONTHLY	\$ 177,407.40
Director of Planning	MONTHLY	\$ 185,000.04
Director of Planning & Design	MONTHLY	\$ 230,000.04
Director of Procurement Non Capital Programs	MONTHLY	\$ 166,399.92
Director of Procurement, Capital Programs and ITS	MONTHLY	\$ 180,253.92
Director of Procurement, Capital Programs and ITS	MONTHLY	\$ 166,399.92
Director of Terminal Operations and Guest Experience	MONTHLY	\$ 180,462.24
Director, Enterprise Risk Management and Records Compliance	MONTHLY	\$ 165,711.00
Electrical Maintenance Leader	HOURLY	\$ 74,702.16
Electrical Maintenance Leader	HOURLY	\$ 63,980.80
Electrical Maintenance Manager	MONTHLY	\$ 92,070.12
Electrical Maintenance Supervisor	HOURLY	\$ 70,087.68
Electrical Maintenance Supervisor	HOURLY	\$ 69,417.09
Electrical Maintenance Supervisor	HOURLY	\$ 69,825.60

Position Name	Pay Basis	Annualized Salary
Electrician II	HOURLY	\$ 52,522.50
Electrician II	HOURLY	\$ 51,657.22
Electrician II	HOURLY	\$ 49,670.40
Electrician II	HOURLY	\$ 47,299.20
Electrician II	HOURLY	\$ 47,299.20
Electrician III	HOURLY	\$ 66,090.96
Electrician III	HOURLY	\$ 62,105.47
Electrician III	HOURLY	\$ 61,806.89
Electrician III	HOURLY	\$ 60,158.59
Electrician III	HOURLY	\$ 60,450.62
Electrician III	HOURLY	\$ 58,406.40
Electrician III	HOURLY	\$ 58,406.40
Electronics Maintenance Manager	MONTHLY	\$ 88,965.00
Electronics Maintenance Supervisor	HOURLY	\$ 79,102.40
Electronics Technician II	HOURLY	\$ 63,292.32
Electronics Technician II	HOURLY	\$ 59,800.00
Electronics Technician III	HOURLY	\$ 69,750.72
Electronics Technician III	HOURLY	\$ 75,236.10
Electronics Technician III	HOURLY	\$ 73,765.12
Electronics Technician III	HOURLY	\$ 66,410.24
Enterprise Risk Management Program Coordinator	HOURLY	\$ 54,995.20
Equipment Mechanic II	HOURLY	\$ 52,183.87
Equipment Mechanic II	HOURLY	\$ 54,469.38
Equipment Mechanic II	HOURLY	\$ 49,920.00
Equipment Mechanic III	HOURLY	\$ 64,584.00
Executive Assistant-Marketing & Communications	MONTHLY	\$ 86,781.96
Executive Assistant-Operations & Customer Service	MONTHLY	\$ 94,826.76
Executive Vice President HR, IT & General Counsel	MONTHLY	\$ 407,134.80
Executive Vice President Marketing & Communications	MONTHLY	\$ 404,858.88
Executive Vice President of Planning & Development and Maintenance	MONTHLY	\$ 340,000.08
Executive Vice President Operations & Customer Service	MONTHLY	\$ 400,775.52
Executive Vice President, Finance and Procurement	MONTHLY	\$ 398,881.32
Finance Revenue & Contract Administrator	MONTHLY	\$ 108,000.00
Fixed Asset Analyst	MONTHLY	\$ 77,796.84
Fixed Asset Analyst	MONTHLY	\$ 72,450.12
Fleet Maintenance Manager	MONTHLY	\$ 85,905.00
Fleet Maintenance Supervisor	HOURLY	\$ 69,898.40
FY24 Automated Systems Technician	HOURLY	\$ 53,539.20
GA Capital Projects Manager	MONTHLY	\$ 103,001.64
GA Maintenance Operations Lead	HOURLY	\$ 58,662.24
GA Maintenance Operations Lead	HOURLY	\$ 61,153.66
GA Maintenance Operations Lead	HOURLY	\$ 67,275.52
GA Maintenance Operations Lead	HOURLY	\$ 61,153.66

Position Name	Pay Basis	Annualized Salary
GA Maintenance Operations Lead	HOURLY	\$ 68,184.06
GA Maintenance Operations Manager	MONTHLY	\$ 90,376.80
Guest Experience Manager	MONTHLY	\$ 79,293.00
Guest Experience Representative	HOURLY	\$ 39,633.05
Guest Experience Representative	HOURLY	\$ 39,521.66
Guest Experience Representative	HOURLY	\$ 44,627.54
Guest Experience Representative	HOURLY	\$ 41,269.18
Guest Experience Representative	HOURLY	\$ 39,030.26
Guest Experience Representative	HOURLY	\$ 44,627.54
Guest Experience Representative	HOURLY	\$ 37,502.40
Guest Experience Representative	HOURLY	\$ 37,721.16
Guest Experience Representative	HOURLY	\$ 37,502.40
Guest Experience Representative	HOURLY	\$ 43,680.00
Guest Experience Representative	HOURLY	\$ 37,502.40
Guest Experience Representative	HOURLY	\$ 37,502.40
Guest Experience Supervisor	HOURLY	\$ 58,362.41
Guest Experience Supervisor	HOURLY	\$ 58,362.41
Guest Experience Supervisor	HOURLY	\$ 59,776.08
Guest Experience Supervisor	HOURLY	\$ 54,080.00
HR Business Partner	MONTHLY	\$ 70,000.08
HVAC Maintenance Leader	HOURLY	\$ 65,445.12
HVAC Maintenance Leader	HOURLY	\$ 67,619.45
HVAC Maintenance Leader	HOURLY	\$ 68,616.70
HVAC Maintenance Leader	HOURLY	\$ 63,981.22
HVAC Maintenance Leader	HOURLY	\$ 54,100.80
HVAC Maintenance Manager	MONTHLY	\$ 88,965.00
HVAC Maintenance Supervisor	HOURLY	\$ 69,680.00
HVAC Maintenance Supervisor	HOURLY	\$ 69,742.40
IT Project Manager	MONTHLY	\$ 102,595.56
ITS Associate Desktop Technician	MONTHLY	\$ 93,654.60
ITS Associate Support Specialist	MONTHLY	\$ 72,000.00
ITS Desktop Technician	MONTHLY	\$ 69,000.00
ITS Desktop Technician I	MONTHLY	\$ 69,000.00
ITS Network Administrator	MONTHLY	\$ 84,000.00
ITS Network Engineer	MONTHLY	\$ 118,548.00
ITS Network Engineer	MONTHLY	\$ 109,440.00
ITS Network Engineer	MONTHLY	\$ 109,323.72
ITS Network Engineer	MONTHLY	\$ 106,251.60
ITS Passenger Processing Specialist II	MONTHLY	\$ 77,000.04
ITS System Administrator	MONTHLY	\$ 96,913.92
ITS Systems Engineer	MONTHLY	\$ 98,662.32
Junior Information Security Analyst	MONTHLY	\$ 97,833.24
Junior Information Security Analyst	MONTHLY	\$ 95,680.44

Position Name	Pay Basis	Annualized Salary
Landscaping Maintenance Leader	HOURLY	\$ 58,879.08
Landscaping Maintenance Supervisor	HOURLY	\$ 63,446.66
Landscaping Maintenance Supervisor	HOURLY	\$ 59,092.80
Lead Common Use Analyst	MONTHLY	\$ 107,820.60
Lead Credentials Specialist	HOURLY	\$ 61,698.00
Lead ITS Desktop Technician	MONTHLY	\$ 121,339.44
Lead ITS Network Engineer	MONTHLY	\$ 126,709.32
Lead ITS Support Specialist	MONTHLY	\$ 89,125.44
Lead ITS Systems Engineer	MONTHLY	\$ 119,564.52
Leadership and Employee Development Manager	MONTHLY	\$ 110,000.04
Lost and Found Property Control Coordinator	HOURLY	\$ 58,922.14
Lost and Found Property Control Coordinator	HOURLY	\$ 54,707.33
Maintenance Contracts Manager	MONTHLY	\$ 99,906.00
Maintenance Contracts Manager	MONTHLY	\$ 118,442.04
Maintenance Contracts Manager	MONTHLY	\$ 93,711.72
Maintenance Contracts Manager	MONTHLY	\$ 95,290.32
Maintenance Duty Manager	HOURLY	\$ 76,003.20
Maintenance Project Manager	MONTHLY	\$ 95,290.32
Manager, Applications Development	MONTHLY	\$ 132,027.00
Manager, Business Systems Analysis	MONTHLY	\$ 115,488.36
Manager, Business Systems Analysis	MONTHLY	\$ 124,614.60
Marketing Admin Coordinator	HOURLY	\$ 68,868.07
Marketing Events Manager	MONTHLY	\$ 97,368.12
Marketing Manager	MONTHLY	\$ 120,654.12
Marketing Media Producer	MONTHLY	\$ 93,180.36
Materials Manager	MONTHLY	\$ 81,131.40
Multitrades Worker II-Airfield	HOURLY	\$ 50,791.94
Multitrades Worker II-Airfield	HOURLY	\$ 46,636.41
Multitrades Worker II-Airfield	HOURLY	\$ 42,139.55
Multitrades Worker II-Airfield	HOURLY	\$ 45,058.10
Multitrades Worker II-Airfield	HOURLY	\$ 40,042.08
Multitrades Worker II-Airfield	HOURLY	\$ 52,183.87
Multitrades Worker II-Airfield	HOURLY	\$ 50,052.60
Multitrades Worker II-Airfield	HOURLY	\$ 40,084.10
Multitrades Worker II-Airfield	HOURLY	\$ 37,835.20
Multitrades Worker II-Airfield	HOURLY	\$ 37,835.20
Multitrades Worker II-Airfield	HOURLY	\$ 37,835.20
Multitrades Worker II-Airfield	HOURLY	\$ 39,525.41
Multitrades Worker II-Building Maintenance	HOURLY	\$ 38,828.37
Multitrades Worker II-Building Maintenance	HOURLY	\$ 45,058.10
Multitrades Worker II-Building Maintenance	HOURLY	\$ 42,539.33
Multitrades Worker II-Building Maintenance	HOURLY	\$ 43,177.47
Multitrades Worker II-Building Maintenance	HOURLY	\$ 37,835.20

Position Name	Pay Basis	Annualized Salary
Multitrades Worker II-Building Maintenance	HOURLY	\$ 37,835.20
Multitrades Worker II-Building Maintenance	HOURLY	\$ 37,835.20
Multitrades Worker II-Building Maintenance	HOURLY	\$ 37,835.20
Multitrades Worker III-Airfield	HOURLY	\$ 55,204.86
Multitrades Worker III-Airfield	HOURLY	\$ 53,474.30
Multitrades Worker III-Airfield	HOURLY	\$ 52,700.54
Multitrades Worker III-Airfield	HOURLY	\$ 49,316.80
Multitrades Worker III-BM Special Events Logistics Coordinator	HOURLY	\$ 52,700.54
Multitrades Worker III-Building Maintenance	HOURLY	\$ 55,204.86
Multitrades Worker III-Building Maintenance	HOURLY	\$ 52,183.87
Multitrades Worker III-Building Maintenance	HOURLY	\$ 52,955.14
Multitrades Worker III-Building Maintenance	HOURLY	\$ 49,316.80
Multitrades Worker III-Landscaping	HOURLY	\$ 52,183.87
Multitrades Worker III-Landscaping	HOURLY	\$ 52,700.54
Multitrades Worker III-Landscaping	HOURLY	\$ 58,233.24
Multitrades Worker III-Landscaping	HOURLY	\$ 51,289.47
Multitrades Worker III-Landscaping	HOURLY	\$ 49,316.80
Multitrades Worker III-Projects	HOURLY	\$ 58,233.24
Multitrades Worker III-Projects	HOURLY	\$ 52,679.02
Multitrades Worker III-Projects	HOURLY	\$ 62,538.84
Multitrades Worker III-Projects	HOURLY	\$ 58,233.24
Multitrades Worker III-Service Plumber	HOURLY	\$ 59,202.00
Multitrades Worker III-Service Plumber	HOURLY	\$ 59,488.00
Multitrades Worker II-Landscaping	HOURLY	\$ 50,547.74
Multitrades Worker II-Landscaping	HOURLY	\$ 39,589.99
Multitrades Worker II-Landscaping	HOURLY	\$ 40,042.08
Multitrades Worker II-Landscaping	HOURLY	\$ 40,469.52
Multitrades Worker II-Landscaping	HOURLY	\$ 45,058.10
Multitrades Worker II-Landscaping	HOURLY	\$ 38,276.61
Multitrades Worker II-Landscaping	HOURLY	\$ 38,497.32
Multitrades Worker II-Landscaping	HOURLY	\$ 45,760.00
Multitrades Worker II-Landscaping	HOURLY	\$ 37,835.20
Multitrades Worker II-Landscaping	HOURLY	\$ 37,835.20
Multitrades Worker II-Landscaping	HOURLY	\$ 37,835.20
Multitrades Worker II-Landscaping	HOURLY	\$ 39,460.82
Multitrades Worker II-Projects	HOURLY	\$ 47,555.35
Multitrades Worker II-Projects	HOURLY	\$ 40,429.58
Multitrades Worker II-Projects	HOURLY	\$ 39,460.82
Multitrades Worker II-Systems	HOURLY	\$ 50,791.94
Multitrades Worker II-Systems	HOURLY	\$ 40,851.20
Multitrades Worker II-Systems	HOURLY	\$ 40,040.00
Multitrades Worker II-Systems	HOURLY	\$ 50,052.60
Multitrades Worker II-Systems	HOURLY	\$ 50,547.74

Position Name	Pay Basis	Annualized Salary
Multitrades Worker II-Systems	HOURLY	\$ 47,555.35
Multitrades Worker II-Systems	HOURLY	\$ 43,177.47
Multitrades Worker II-Systems	HOURLY	\$ 48,239.36
Multitrades Worker II-Systems	HOURLY	\$ 40,042.08
Multitrades Worker II-Systems	HOURLY	\$ 39,310.13
Multitrades Worker II-Systems	HOURLY	\$ 47,555.35
Multitrades Worker II-Systems	HOURLY	\$ 50,052.60
Multitrades Worker II-Systems	HOURLY	\$ 51,193.58
Multitrades Worker II-Systems	HOURLY	\$ 42,539.33
Multitrades Worker II-Systems	HOURLY	\$ 40,042.08
Multitrades Worker II-Systems	HOURLY	\$ 40,042.08
Multitrades Worker II-Systems	HOURLY	\$ 38,497.32
Multitrades Worker II-Systems	HOURLY	\$ 37,835.20
Multitrades Worker II-Systems	HOURLY	\$ 39,159.43
Multitrades Worker II-Systems	HOURLY	\$ 50,793.60
Multitrades Worker II-Systems	HOURLY	\$ 37,835.20
Multitrades Worker II-Systems	HOURLY	\$ 37,835.20
Multitrades Worker II-Systems	HOURLY	\$ 38,064.00
Multitrades Worker II-Systems	HOURLY	\$ 37,835.20
Multitrades Worker II-Systems	HOURLY	\$ 37,835.20
Multitrades Worker II-Systems	HOURLY	\$ 37,835.20
Multitrades Worker II-Systems	HOURLY	\$ 37,835.20
Multitrades Worker II-Systems Baggage Operator	HOURLY	\$ 37,835.20
Multitrades Worker I-Systems	HOURLY	\$ 38,422.80
Multitrades Worker I-Systems	HOURLY	\$ 43,271.28
Multitrades Worker I-Systems	HOURLY	\$ 39,331.66
Multitrades Worker I-Systems	HOURLY	\$ 41,010.84
Multitrades Worker I-Systems	HOURLY	\$ 39,633.05
Multitrades Worker I-Systems	HOURLY	\$ 39,460.82
Multitrades Worker I-Systems	HOURLY	\$ 41,010.84
Multitrades Worker I-Systems	HOURLY	\$ 43,701.84
Multitrades Worker I-Systems	HOURLY	\$ 39,633.05
Multitrades Worker I-Systems	HOURLY	\$ 39,030.26
Multitrades Worker I-Systems	HOURLY	\$ 38,095.20
Operations Manager, AOC	MONTHLY	\$ 86,500.08
Operations Support Manager	MONTHLY	\$ 91,520.04
Operations Support Manager	MONTHLY	\$ 99,686.40
Payroll Operations Finance Manager	MONTHLY	\$ 123,031.80
Police Captain	MONTHLY	\$ 151,405.92
Police Captain	MONTHLY	\$ 145,935.00
Police Corporal	HOURLY	\$ 96,694.52
Police Corporal	HOURLY	\$ 101,796.24
Police Corporal	HOURLY	\$ 85,176.00
Police Corporal	HOURLY	\$ 88,537.61

Position Name	Pay Basis	Annualized Salary
Police Corporal	HOURLY	\$ 85,176.00
Police Corporal	HOURLY	\$ 96,623.65
Police Corporal	HOURLY	\$ 94,486.39
Police Corporal	HOURLY	\$ 89,546.10
Police Corporal	HOURLY	\$ 98,471.84
Police Lieutenant	HOURLY	\$ 130,641.47
Police Lieutenant	HOURLY	\$ 133,885.86
Police Lieutenant	HOURLY	\$ 133,078.98
Police Lieutenant	HOURLY	\$ 130,535.06
Police Officer	HOURLY	\$ 107,092.44
Police Officer	HOURLY	\$ 102,017.18
Police Officer	HOURLY	\$ 89,877.72
Police Officer	HOURLY	\$ 80,905.84
Police Officer	HOURLY	\$ 86,162.68
Police Officer	HOURLY	\$ 85,198.71
Police Officer	HOURLY	\$ 76,885.54
Police Officer	HOURLY	\$ 95,950.81
Police Officer	HOURLY	\$ 78,335.71
Police Officer	HOURLY	\$ 82,245.95
Police Officer	HOURLY	\$ 82,053.97
Police Officer	HOURLY	\$ 66,142.00
Police Officer	HOURLY	\$ 78,384.63
Police Officer	HOURLY	\$ 78,566.34
Police Officer	HOURLY	\$ 90,718.12
Police Officer	HOURLY	\$ 74,963.42
Police Officer	HOURLY	\$ 61,592.29
Police Officer	HOURLY	\$ 75,325.57
Police Officer	HOURLY	\$ 80,904.10
Police Officer	HOURLY	\$ 76,157.17
Police Officer	HOURLY	\$ 68,153.17
Police Officer	HOURLY	\$ 90,940.12
Police Officer	HOURLY	\$ 90,854.40
Police Officer	HOURLY	\$ 79,341.44
Police Officer	HOURLY	\$ 80,516.87
Police Officer	HOURLY	\$ 76,681.11
Police Officer	HOURLY	\$ 74,079.04
Police Officer	HOURLY	\$ 73,115.08
Police Officer	HOURLY	\$ 78,909.01
Police Officer	HOURLY	\$ 70,321.31
Police Officer	HOURLY	\$ 69,292.43
Police Officer	HOURLY	\$ 69,292.43
Police Officer	HOURLY	\$ 70,321.31
Police Officer	HOURLY	\$ 70,321.31

Position Name	Pay Basis	Annualized Salary
Police Officer	HOURLY	\$ 74,079.04
Police Officer	HOURLY	\$ 74,079.04
Police Officer	HOURLY	\$ 70,997.47
Police Officer	HOURLY	\$ 89,545.97
Police Officer	HOURLY	\$ 68,153.17
Police Officer	HOURLY	\$ 64,779.19
Police Officer	HOURLY	\$ 68,867.64
Police Officer	HOURLY	\$ 69,253.77
Police Officer	HOURLY	\$ 68,844.92
Police Officer	HOURLY	\$ 68,231.65
Police Officer	HOURLY	\$ 64,539.33
Police Officer	HOURLY	\$ 76,862.82
Police Officer	HOURLY	\$ 61,588.80
Police Officer	HOURLY	\$ 65,260.83
Police Officer	HOURLY	\$ 62,310.87
Police Officer	HOURLY	\$ 64,516.82
Police Officer	HOURLY	\$ 65,260.83
Police Officer	HOURLY	\$ 63,772.80
Police Officer	HOURLY	\$ 65,476.32
Police Officer	HOURLY	\$ 65,476.32
Police Officer	HOURLY	\$ 65,476.32
Police Officer	HOURLY	\$ 63,772.80
Police Officer	HOURLY	\$ 65,476.32
Police Sergeant	HOURLY	\$ 122,403.59
Police Sergeant	HOURLY	\$ 123,561.98
Police Sergeant	HOURLY	\$ 121,449.62
Police Sergeant	HOURLY	\$ 121,813.04
Police Sergeant	HOURLY	\$ 116,543.48
Procurement Agent	MONTHLY	\$ 78,528.24
Procurement Agent	MONTHLY	\$ 81,838.56
Procurement Agent	MONTHLY	\$ 74,520.00
Procurement Agent	MONTHLY	\$ 70,638.84
Procurement Agent	MONTHLY	\$ 69,999.96
Procurement Programs Manager	MONTHLY	\$ 90,099.00
Projects and Grants Finance Manager	MONTHLY	\$ 134,146.68
Projects Control Senior Analyst	MONTHLY	\$ 102,036.36
Projects Maintenance Leader	HOURLY	\$ 59,761.73
Projects Maintenance Manager	MONTHLY	\$ 85,905.00
Projects Maintenance Supervisor	HOURLY	\$ 63,270.79
Projects Maintenance Supervisor	HOURLY	\$ 59,740.20
Property Control Specialist	HOURLY	\$ 54,788.76
Property Control Specialist	HOURLY	\$ 49,514.40
Public Administrative Specialist I	HOURLY	\$ 41,600.00

Position Name	Pay Basis	Annualized Salary
Public Administrative Specialist II	HOURLY	\$ 55,735.68
Public Safety Administration Manager	MONTHLY	\$ 84,000.00
Public Safety Compliance Manager	MONTHLY	\$ 98,497.68
QA/QC Maintenance Inspector	HOURLY	\$ 98,232.26
Real Estate Project Manager	MONTHLY	\$ 101,289.60
Real Estate Project Manager	MONTHLY	\$ 145,617.96
Records and Information Analyst I	MONTHLY	\$ 79,177.56
Records and Information Coordinator	HOURLY	\$ 44,444.40
Records and Information Manager	MONTHLY	\$ 103,123.56
Records and Information Technician	HOURLY	\$ 64,648.58
Refrigeration Air Conditioning Mechanic II	HOURLY	\$ 58,147.13
Refrigeration Air Conditioning Mechanic II	HOURLY	\$ 64,304.14
Refrigeration Air Conditioning Mechanic III	HOURLY	\$ 60,980.61
Refrigeration Air Conditioning Mechanic III	HOURLY	\$ 60,980.61
Research Data Analyst	MONTHLY	\$ 68,310.00
Risk and Claims Manager	MONTHLY	\$ 114,460.08
Risk Management Specialist	MONTHLY	\$ 70,720.08
Safety Compliance Manager	MONTHLY	\$ 103,617.72
Security Operations Compliance Manager	MONTHLY	\$ 92,373.00
Security Projects and Access Control Compliance Manager	MONTHLY	\$ 95,493.96
Senior Accountant - General Ledger	MONTHLY	\$ 80,000.04
Senior Accountant - Treasury	MONTHLY	\$ 80,000.04
Senior Accountant Accounts Receivable	MONTHLY	\$ 80,000.04
Senior Accountant-Financial Planning	MONTHLY	\$ 74,490.48
Senior Administrative Assistant	HOURLY	\$ 65,566.59
Senior Application Developer I	MONTHLY	\$ 128,181.84
Senior Automated Systems Technician	HOURLY	\$ 62,732.80
Senior Automated Systems Technician	HOURLY	\$ 60,320.00
Senior Automated Systems Technician	HOURLY	\$ 62,732.80
Senior Automated Systems Technician	HOURLY	\$ 64,896.00
Senior Business Analyst	MONTHLY	\$ 91,401.72
Senior Business Systems Analyst I	MONTHLY	\$ 108,567.24
Senior Business Systems Analyst II	MONTHLY	\$ 108,203.28
Senior Construction Inspector	HOURLY	\$ 94,766.26
Senior Construction Inspector	HOURLY	\$ 93,732.91
Senior Construction Inspector	HOURLY	\$ 92,033.76
Senior Construction Inspector	HOURLY	\$ 88,738.42
Senior Construction Project Manager	MONTHLY	\$ 127,517.52
Senior Construction Project Manager	MONTHLY	\$ 134,010.24
Senior Construction Project Manager	MONTHLY	\$ 146,361.84
Senior Construction Project Manager	MONTHLY	\$ 146,974.32
Senior Construction Project Manager	MONTHLY	\$ 133,365.96
Senior Database Administrator	MONTHLY	\$ 111,120.24

Position Name	Pay Basis	Annualized Salary
Senior Executive Administrative Assistant to CEO	MONTHLY	\$ 102,741.24
Senior Financial Planning Analyst	MONTHLY	\$ 106,000.08
Senior Guest Experience Representative	HOURLY	\$ 60,206.71
Senior Guest Experience Representative	HOURLY	\$ 49,406.76
Senior Guest Experience Representative	HOURLY	\$ 45,122.69
Senior Human Resources Business Partner	MONTHLY	\$ 90,433.08
Senior Human Resources Business Partner	MONTHLY	\$ 115,273.08
Senior Human Resources Business Partner	MONTHLY	\$ 102,437.52
Senior Information Security Analyst	MONTHLY	\$ 124,148.40
Senior IT Business Analyst	MONTHLY	\$ 117,417.96
Senior IT Lead Project Manager	MONTHLY	\$ 133,782.72
Senior IT Project Manager	MONTHLY	\$ 116,640.24
Senior ITS Audio Visual Specialist	MONTHLY	\$ 113,147.64
Senior ITS Audio Visual Specialist	MONTHLY	\$ 104,695.44
Senior ITS Network Engineer	MONTHLY	\$ 110,760.00
Senior ITS System Administrator	MONTHLY	\$ 99,844.20
Senior ITS Systems Engineer	MONTHLY	\$ 114,235.32
Senior ITS Systems Engineer	MONTHLY	\$ 108,017.16
Senior Legal Administrator	MONTHLY	\$ 112,314.48
Senior Lost and Found Property Control Coordinator	HOURLY	\$ 70,075.20
Senior Lost and Found Property Control Coordinator	HOURLY	\$ 52,000.00
Senior Manager Communications	MONTHLY	\$ 124,668.60
Senior Manager, Accounting	MONTHLY	\$ 149,181.84
Senior Manager, Airfield Operations	MONTHLY	\$ 130,100.40
Senior Manager, Airport Concessions	MONTHLY	\$ 151,263.24
Senior Manager, Airport Concessions	MONTHLY	\$ 143,447.40
Senior Manager, Airport Operations Business Partners	MONTHLY	\$ 128,856.00
Senior Manager, Airport Operations Center	MONTHLY	\$ 128,856.00
Senior Manager, Automated Systems	MONTHLY	\$ 168,298.44
Senior Manager, Brand Strategy and User Experience	MONTHLY	\$ 132,293.52
Senior Manager, Building and Grounds	MONTHLY	\$ 158,673.48
Senior Manager, Business Architecture & Product Support	MONTHLY	\$ 140,000.04
Senior Manager, Business Diversity	MONTHLY	\$ 141,022.20
Senior Manager, Capital Programs and ITS	MONTHLY	\$ 120,000.00
Senior Manager, Client & Field Services	MONTHLY	\$ 124,800.00
Senior Manager, Commercial Real Estate	MONTHLY	\$ 120,000.00
Senior Manager, Construction	MONTHLY	\$ 159,104.28
Senior Manager, Digital Marketing & Strategy	MONTHLY	\$ 128,856.00
Senior Manager, Emergency Management & Safety Programs	MONTHLY	\$ 126,880.08
Senior Manager, Employee Relations & Talent Acquisition	MONTHLY	\$ 130,000.08
Senior Manager, Enterprise Service Delivery	MONTHLY	\$ 147,410.04
Senior Manager, Environmental Services	MONTHLY	\$ 153,502.80
Senior Manager, Facilities Development	MONTHLY	\$ 147,314.16

Position Name	Pay Basis	Annualized Salary
Senior Manager, GA Capital Projects, Business & Admin	MONTHLY	\$ 142,007.16
Senior Manager, GA Operations & Maintenance	MONTHLY	\$ 130,001.04
Senior Manager, Information Security Office	MONTHLY	\$ 143,076.84
Senior Manager, Innovation	MONTHLY	\$ 146,035.56
Senior Manager, Internal Audit	MONTHLY	\$ 138,302.28
Senior Manager, IT Infrastructure	MONTHLY	\$ 159,866.76
Senior Manager, Leadership and Employee Development	MONTHLY	\$ 125,000.04
Senior Manager, Non-Capital Programs	MONTHLY	\$ 120,000.00
Senior Manager, Non-Capital Programs	MONTHLY	\$ 120,000.00
Senior Manager, Planning	MONTHLY	\$ 145,669.08
Senior Manager, Planning and Design	MONTHLY	\$ 148,081.32
Senior Manager, Planning and Design	MONTHLY	\$ 147,636.36
Senior Manager, Plant and Utilities	MONTHLY	\$ 159,440.04
Senior Manager, Security Compliance	MONTHLY	\$ 130,104.00
Senior Manager, Terminal Operations & Ground Transportation	MONTHLY	\$ 129,474.84
Senior Manager, Traffic	MONTHLY	\$ 120,000.00
Senior Procurement Agent	MONTHLY	\$ 88,451.88
Senior Procurement Agent	MONTHLY	\$ 86,223.72
Senior Procurement Agent	MONTHLY	\$ 83,000.04
Senior Project Director	MONTHLY	\$ 130,000.08
Senior Project Director	MONTHLY	\$ 130,758.36
Senior Project Director	MONTHLY	\$ 135,000.00
Senior Project Payables Specialist	MONTHLY	\$ 67,275.00
Senior Property Control Specialist	HOURLY	\$ 59,300.80
Senior Property Control Specialist	HOURLY	\$ 63,511.55
Senior Property Control Specialist	HOURLY	\$ 62,603.42
Senior Real Estate Project Manager	MONTHLY	\$ 102,993.36
Senior Real Estate Project Manager	MONTHLY	\$ 94,494.48
Senior Traffic Specialist	HOURLY	\$ 52,270.40
Senior Traffic Specialist	HOURLY	\$ 66,629.16
Senior Traffic Specialist	HOURLY	\$ 67,640.98
Senior Traffic Specialist	HOURLY	\$ 56,135.91
Senior Traffic Specialist	HOURLY	\$ 56,135.91
Sustainability and Resilience Program Director	MONTHLY	\$ 120,959.16
Systems Automation Manager	MONTHLY	\$ 113,568.24
Systems Baggage Operations Supervisor	HOURLY	\$ 66,691.46
Systems Baggage Operations Supervisor	HOURLY	\$ 58,319.35
Systems Baggage Operations Supervisor	HOURLY	\$ 56,840.24
Systems Baggage Operations Supervisor	HOURLY	\$ 56,347.20
Systems Baggage Operations Supervisor Trainee	HOURLY	\$ 53,206.40
Systems Baggage Operations Supervisor Trainee	HOURLY	\$ 53,206.40
Systems Maintenance Manager	MONTHLY	\$ 92,514.84
Systems Maintenance Supervisor	HOURLY	\$ 74,364.33

Position Name	Pay Basis	Annualized Salary
Systems Maintenance Supervisor	HOURLY	\$ 73,656.09
Systems Maintenance Supervisor	HOURLY	\$ 72,891.19
Systems Maintenance Supervisor	HOURLY	\$ 71,780.80
Systems Operations Manager	MONTHLY	\$ 92,514.84
Traffic Operations Manager	MONTHLY	\$ 76,000.08
Traffic Specialist	HOURLY	\$ 70,870.18
Traffic Specialist	HOURLY	\$ 50,465.08
Traffic Specialist	HOURLY	\$ 74,905.92
Traffic Specialist	HOURLY	\$ 63,943.33
Traffic Specialist	HOURLY	\$ 54,788.76
Traffic Specialist	HOURLY	\$ 70,066.91
Traffic Specialist	HOURLY	\$ 63,726.32
Traffic Specialist	HOURLY	\$ 46,905.10
Traffic Specialist	HOURLY	\$ 44,895.35
Traffic Specialist	HOURLY	\$ 43,934.59
Traffic Specialist	HOURLY	\$ 43,472.78
Traffic Specialist	HOURLY	\$ 43,472.78
Traffic Specialist	HOURLY	\$ 43,858.56
Traffic Specialist	HOURLY	\$ 43,227.77
Traffic Specialist	HOURLY	\$ 43,227.77
Traffic Specialist	HOURLY	\$ 54,788.76
Traffic Specialist	HOURLY	\$ 46,679.59
Traffic Specialist	HOURLY	\$ 45,112.24
Traffic Specialist	HOURLY	\$ 44,895.35
Traffic Specialist	HOURLY	\$ 44,132.40
Traffic Specialist	HOURLY	\$ 54,788.76
Traffic Specialist	HOURLY	\$ 44,369.21
Traffic Specialist	HOURLY	\$ 44,132.40
Traffic Specialist	HOURLY	\$ 43,472.78
Traffic Specialist	HOURLY	\$ 44,132.40
Traffic Specialist	HOURLY	\$ 44,345.60
Traffic Specialist	HOURLY	\$ 44,895.35
Traffic Specialist	HOURLY	\$ 44,895.35
Traffic Specialist	HOURLY	\$ 44,132.40
Traffic Specialist	HOURLY	\$ 43,105.26
Traffic Specialist	HOURLY	\$ 45,112.24
Traffic Specialist	HOURLY	\$ 50,708.87
Traffic Specialist	HOURLY	\$ 73,915.72
Traffic Specialist	HOURLY	\$ 59,395.75
Traffic Specialist	HOURLY	\$ 55,053.44
Traffic Specialist	HOURLY	\$ 68,308.34
Traffic Specialist	HOURLY	\$ 66,185.68
Traffic Specialist	HOURLY	\$ 63,726.32

Position Name	Pay Basis	Annualized Salary
Traffic Specialist	HOURLY	\$ 46,905.10
Traffic Specialist	HOURLY	\$ 41,995.20
Traffic Specialist	HOURLY	\$ 41,995.20
Traffic Specialist	HOURLY	\$ 41,995.20
Traffic Specialist	HOURLY	\$ 41,995.20
Traffic Specialist	HOURLY	\$ 41,995.20
Traffic Specialist	HOURLY	\$ 41,995.20
Traffic Specialist	HOURLY	\$ 41,995.20
Traffic Specialist	HOURLY	\$ 41,995.20
Traffic Supervisor	HOURLY	\$ 61,568.00
Traffic Supervisor	HOURLY	\$ 64,480.00
Traffic Supervisor	HOURLY	\$ 60,715.20
Traffic Supervisor	HOURLY	\$ 58,240.00
Training Coordinator, Traffic	HOURLY	\$ 60,050.43
Vice President Information Technology	MONTHLY	\$ 271,637.16
Vice President of Communications	MONTHLY	\$ 251,447.76
Vice President of General Aviation	MONTHLY	\$ 230,000.04
Vice President Procurement	MONTHLY	\$ 238,210.08
Vice President, Capital Programs	MONTHLY	\$ 246,167.64
Vice President, Concessions & Commercial Parking	MONTHLY	\$ 267,438.84
Vice President, Finance	MONTHLY	\$ 239,200.08
Vice President, Human Resources and Administration	MONTHLY	\$ 267,280.08
Vice President, Maintenance	MONTHLY	\$ 250,000.08
Vice President, Operations	MONTHLY	\$ 265,000.08
Vice President, Planning & Development	MONTHLY	\$ 286,566.24
Vice President, Public Safety & Security	MONTHLY	\$ 254,800.08
Vice President, Real Estate	MONTHLY	\$ 261,076.56
Visual Communications Designer	MONTHLY	\$ 86,550.00
Web Development Administrator	MONTHLY	\$ 122,000.04
Wildlife Programs Manager	MONTHLY	\$ 86,652.48
Work Control Coordinator	HOURLY	\$ 43,680.00
Work Control System Specialist	HOURLY	\$ 61,074.94

Accounts Payable Supervisor

POSITION OVERVIEW

The Accounts Payable Supervisor oversees an accounts payable team, processes invoices and payments, and manages expense accounts and expense reports. This position is responsible for supervising and operating the accounts payable module of the Oracle Financials ERP System. Work involves the computerized processing, maintenance, and independent judgment in researching and reconciling discrepancies, reporting and analyzing complex financial records involving financial (AP) accounting, and assuring compliance with accounting standards and established policies and procedures. Duties require constant interface with a complex automated and integrated system, departmental staff, information technology specialists, auditors, and internal and external customers. Work further requires independent judgment and initiative in identifying and resolving problems that arise from these activities.

POSITION ROLES & RESPONSIBILITIES

Supervise staff responsible for processing invoices, expense reports.

Prepare and provide training to users of Oracle applications related to areas of responsibility.

An understanding of financial statement presentation as well as double entry bookkeeping.

Familiarity with generating adjusting journal entries.

Answer questions and resolve problems with staff, other departments, and suppliers.

Assist in developing and presenting policies, procedures, and training programs to all levels of staff.

Maintain custom tables utilized by Oracle applications in areas of responsibility.

Analyzes expense reports and other invoices for accuracy and eligibility for payment.

Reconciles accounts payable total to the general ledger along with other applicable records (e.g., subsidiary AP ledger).

Ensures proper maintenance, filing, and storage of records in case of audits.

Analyzes expense reports and other invoices for accuracy and eligibility for payment.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree in Accounting, Finance, or related field

- Five (5) years experience in accounting, bookkeeping or financial record keeping in a centralized accounting office with a direct impact on the general ledger or sub-ledgers.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Accounting, Finance, or related field

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of governmental accounting principles, practices, procedures, financial recordkeeping, and budgeting.
- Knowledge of accounts payable business practices and procedures, accounting systems, expenditure, or revenue source documents, as well as general ledger and related accounting procedures.
- Knowledge of laws, rules, and policies governing assigned functional accounting area.
- Ability to use ERP accounting systems and spreadsheet applications.
- Ability to analyze transactions and reports and make appropriate correcting entries.
- Ability to post, balance, and reconcile financial accounts and records.
- Ability to read, comprehend, and apply job related rules, policies, and procedures.
- Ability to prepare financial and statistical reports.
- Basic accounting knowledge, including debit/credits, general ledger structures
- Ability to handle multiple tasks and assignments and deadlines
- Strong verbal and written communication skills
- Ability to provide excellent customer service skills
- Ability to be accurate and detail oriented
- Ability to work in fast paced and high-volume manufacturing environment
- Strong ability to build relationships with third party vendors and resolving complex AP requests
- Strong ability to develop and motivate team members
- Strong ability to plan and execute small to medium projects
- Strong understanding of Accounts Payable related tax processes (1099's and withholding tax)

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Accounts Receivable and Revenue Control Finance Manager

Job Description

Accounts Receivable and Revenue Control Finance Manager

POSITION OVERVIEW

Reporting to the Director of Financial Planning & Analysis, the Accounts Receivable and Revenue Control Manager is responsible for managing all aspects of the accounts receivable billing and serves as the subject matter expert and daily oversight of the financial billing and property management system, Amadeus PROPworks. Effectively manages the collections process for all Authority tenants, including coordination with Authority contracting departments to ensure adherence to the approved collections procedure. As a super-user, the Accounts Receivables & Revenue Control Manager provides expertise, leadership, and guidance to the Authority's staff, managing, developing, implementing, interpreting, enforcing, and explaining the PROPworks billing system. Reviews and analyzes all new and existing tenant agreements for proper audit, compliance, and financial language, as well as adequate input into our billing system to ensure the Authority receives the appropriate revenue in compliance with the contract language. The Accounts Receivable and Revenue Control Manager interacts with all levels of Authority staff and management and property management and accounting representatives from all Authority billed tenants. This position requires fast-paced, independent decision-making ability, which is needed to resolve various billing and collections issues that arise throughout the day. This position also exercises considerable independent judgment in interpreting all aspects of contracts/agreements and the ability to understand the interaction between the intentions of the contract, the billing system, and proper accounting principles. In addition, this person must exhibit a proactive willingness and ability to help integrate new financial system technologies that enhance and streamline all monthly billing processes while maintaining the highest level of customer service and compliance. This position requires the ability to clearly and effectively communicate with all levels of customers, both internally and externally, while maintaining a professional demeanor despite sometimes tense conversations.

POSITION ROLES & RESPONSIBILITIES

- Manages and oversees the \$260 million+ annual accounts receivable billing for the Aviation Authority. Oversees accurate billing of all invoice types created by Aviation Authority for areas including but not limited to:
Activity/Overage Fees, Employee Parking, FBI/Badging Fees, Monthly Ground/Lease Rent, & Utilities

Manages monthly collections process from start to finish. This requires continuous communication with internal and external partners regarding past due invoices and what is needed to remedy the issues and collect the revenue.

Effectively manages workload for all A/R related activities with Sr. Accountant to ensure all monthly closing deadlines are met through an efficient work load for each member of the staff.

Ensures accuracy of monthly activity reports submitted by a variety of tenant partners including but not limited to:
Airlines, Concessionaires, Charter Buses, Duty Free Operators, Fixed Base Operators (FBOs), Ground Handlers, Hotels, Off-Airport Parking Operators & Rental Cars

Oversees annual audit process for all billable tenants to ensure that required external audits are submitted in accordance with terms of their agreement and that all necessary credit/amount due calculations and billings are correct and completed

Annually provides all necessary schedules in a timely manner to Aviation Authority's external auditors for

completion of Interim and Final Financial Audits.

Generate statistical reports used by both internal and external customers for purpose of tracking past, present, and future passenger performance.

Understands from the root up, the complexities and calculations of the billing rules and basis for the billing system. Easily identifies concerns/issues within billing calculations/invoicing as well as solutions to fix the problems.

During financial system upgrades, thoroughly tests all aspects of billing system's new functionality and technology improvements to ensure that the authority will still receive both the optimum and maximum Authority after implementation has been completed.

Serves as functional expert (super-user) for Aviation Authority in regards to the billing system. Interacts with internal IT staff and both external system consultants and system provider to ensure that existing system and future releases meet the needs of the Authority as well as the greater airport revenue management industry.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree From a recognized four-year college or university with a major in accounting, finance/financial planning or closely related field
- Five (5) years Of increasingly responsible accounts receivable, accounting and/or financial experience.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Should have working knowledge of generally accepted accounting principles and expertize using the Microsoft suite of software products.
- Should have working knowledge and experience managing and working within large-scale financial ERP systems.
- Strong written and oral communication skills.
- Thoroughly understand basic General Ledger accounting concepts.
- You have advanced Excel, data management and Microsoft Word skills
- Strong financial acumen and ability to present issues clearly and concisely
- Advanced Excel and data manipulation skills
- Proficiency in Oracle or other comparable ERP system
- Excellent interpersonal skills with focus on operating as a trusted partner and team member in a fast evolving, ever-changing environment.
- Outgoing personality, with excellent communication skills, both written and verbal

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The Aviation Authority-Tampa International Airport provides equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership, or non-membership in an employee organization, or based on personal favoritism or other non-merit factors.

The Aviation Authority-Tampa International Airport is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

JOB POSTING**Administrative Assistant**

POSITION OVERVIEW

Performs various complex administrative/secretarial duties, under general supervision, supporting the Maintenance and Planning and Development departments.

POSITION ROLES & RESPONSIBILITIES

Performs various complex administrative, secretarial, and confidential functions and duties.

Composes, proofreads and edits correspondence, memos, spreadsheets, minutes, logs, and reports in final form, for approval or signature.

Performs tasks associated with the Maintenance Work Control processes including but not limited to taking calls for service, creating and distributing work orders, and reconciling the records during the month-end closeout.

Reviews and distributes detailed incoming and outgoing mail, electronic mail, correspondence, and statements.

Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences.

Accesses and secures restricted, sensitive and confidential records or information.

Researches and responds to requests for information and assistance, and determines priority status and refers to other professional staff, as needed.

May provide guidance and training, and review the work of others to ensure accuracy, completion and timeliness; may supervise lower level administrative/clerical staff.

May take department meeting minutes.

Provides support of the Maintenance QA/QC program by conducting building inspections as needed

Performs other related duties as required.

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Office Administration;
- Of administrative/secretarial experience

- An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of procedures, policies, and rules of assigned departments.
 - Knowledge of processing administrative and secretarial procedures, such as word processing, files and records maintenance, transcription, and other related procedures.
 - Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
 - Skill to carry out complex administrative, secretarial, and confidential duties to assist managers or other professional staff.
 - Skill in the use of computers, computer-related software or programs, local networks, databases, and internet search engines.
 - Skill in communication and effective writing.
 - Ability to transcribe documents and information from different sources.
 - Ability to handle restricted, sensitive, and confidential information.
 - Ability to serve the public and airport customers with courtesy and professionalism.
 - Ability to effectively lead or supervise lower-level administrative/clerical staff.
-

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JOB POSTING**Administrative Receptionist**

POSITION OVERVIEW

Performs various complex administrative/reception duties under general supervision of the Senior Manager for Airport Guest Experience. This position is responsible for greeting all visitors via telephone and in person to the SkyCenter One offices of the Hillsborough County Aviation Authority. Additional responsibility includes the coordination of all tours offered by the Guest Experience Department at Tampa International Airport.

POSITION ROLES & RESPONSIBILITIES

Performs complex administrative, reception, and confidential functions and duties supporting Executive leadership and other professional staff.

Answer calls from five designated phone lines, routing, greeting, and providing directions to business partners and guests of the Airport Authority.

Reviews and distributes all express mail, phone correspondence, and other related reception duties for Airport Authority professional staff.

Serves as coordinator during SkyConnect outage plan. Distribute plans and dispatch participants to respective locations.

Airport tour coordination. Communication with requesting attendees, booking tours, calendar management, and scheduling of available tour guides.

Handles all concerns, questions, and feedback from airport tour program surveys.

Airport tour follow-up, survey creation and editing sharing survey results feedback to relevant management.

Ownership of tour booking software, ensuring tour scheduling calendar is updated and confirmation correspondence is sent to participants.

Assist Executive Administration in greeting and providing direction to members of the public attending HCAA monthly Board Meetings.

May provide guidance and training and review the work of others to ensure accuracy, completion, and timeliness; may train lower-level administrative/clerical staff.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Two (2) years of administrative/secretarial experience
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of procedures, policies, and assigned division or unit rules.
- Knowledge of processing administrative and secretarial procedures, such as word processing, files and records maintenance, transcription, and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Skill in carrying out complex administrative, secretarial, and confidential duties to assist Executive leadership and other professional staff.
- Skill in using computers, computer-related software or programs, local networks, databases, and internet search engines.
- Skill in communication and effective writing.
- Ability to transcribe documents and information from different sources.
- Ability to handle restricted, sensitive, and confidential information.
- Ability to serve the public and represent the County with courtesy and professionalism.
- Ability to provide direction to staff during emergency or alternate operations.
- Strong customer service orientation and solid interpersonal communication skills
- Excellent spoken and written communication skills
- Strong organizational skills and attention to detail
- Ability to maintain confidentiality and properly handle sensitive and confidential materials
- Ability to work well with all staff at all levels and to be a team player
- Proficiency in Microsoft Office Suite, especially Excel and Outlook
- Ability to use standard office equipment.

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Air Service Development Manager

POSITION OVERVIEW

Reporting to the Director of Air Service Development, this leader manages efforts to attract airlines and air cargo carriers to Tampa Bay and increase flights and capacity levels in existing domestic and international markets. Manages relations with air carrier network planning contacts, including ensuring timely response to inquiries, preparing analytical assessments on behalf of air service efforts, and the delivery of time-sensitive reports to airline representatives. Manages development and delivery of reports for regularly scheduled network planning conferences and ad hoc meetings. Manages consultant relationships, including communicating project specifications and expectations. Manages the air service incentive program (ASIP), including documentation and communication with airlines and community partners. Oversees day-to-day administration of departmental budget and serves as records custodian for the department.

POSITION ROLES & RESPONSIBILITIES

- Responsible for implementation of Airport's Air Service Incentive Program (ASIP) and management of departmental documentation per Authority guidelines
- Attends events and meetings with airlines and community stakeholders relevant to Airport's air service and economic development strategies
- Manages the implementation and execution of the strategy to attract airlines to TPA and increase flights in domestic and international markets
- Performs sophisticated statistical analysis of primary and secondary data sources to synthesize data into comprehensive situational awareness, and an actionable plan
- Assists Marketing and other Authority departments on an as needed basis with information and data analysis
- Develops, manages and delivers world-class multi-media presentations and written reports of research results, findings, and recommendations
- Monitors air service consultants to ensure that project schedules are met and to ensure that services received are of high quality and good value
- Stays current on all news relevant to air service development and the financial and operating performance of domestic and international air carriers
- Assists in preparing budget requests and administering approved budget

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree With demonstrated coursework in statistics, data science, economics, business, or aviation management
- Experience in airline network planning, air service development or another industry heavily dependent upon data analytics/insights (with Bachelor's Degree)
- Experience in airline network planning, air service development or another industry heavily dependent upon data analytics/insights (with Master's Degree)

PREFERRED QUALIFICATIONS

- Master's Degree With demonstrated coursework in statistics, data science, economics, business, or aviation management

KNOWLEDGE, SKILLS & ABILITIES

- Ability to prepare reports, maintain records, analyze data, make procedure decisions and administer programs.
 - Creates and develops timely data analysis and reports for senior management.
 - Directs airport organizational strategies by contributing information, analysis, and recommendations to strategic thinking and direction; establishing functional objectives in line with organization goals.
 - Builds relationships internal and external to deliver strategic financial goals.
 - Researches relevant markets and financial trends to forecast future business activity and assists in developing recommendations for the Director.
 - Works closely with tenants to ensure their continued success by reviewing short and long term plans and their financial/market position.
-

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Airfield Maintenance Leader

Department: Maintenance

Pay Grade: G4

FLSA Status: Non-Exempt

Job Code: MNT037

Last Updated: 2/27/2024

POSITION SUMMARY

The Airfield Maintenance Leader plays a pivotal role in leading and maintaining work involving maintenance, repair, and construction of TPA's airfield, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard. The ideal candidate for this position has leadership, and technical experience in maintaining and repairing airfield and grounds at a medium or large hub airport. Leadership and technical duties include FAA Part 139 compliance with airfield paint markings, pavement condition indexing, field conditioning, and security requirements; and coordinating airfield and ground tasks.

POSITION ROLES & RESPONSIBILITIES

- Lead a team in Airfield Maintenance job duties. Plans job layouts, estimates materials, determine equipment and tools and makes drawings or sketches as necessary for maintenance personnel to perform work assignments properly.
- Monitors, prioritizes, participates in, and inspects work activities to ensure FAA compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment.
- Maintains manual and computerized reports, records, and logs related to the work performed and materials, equipment, and supplies used to provide an audit trail of activities.
- Provide oversight for employee performance, addressing issues, and conducting training sessions as needed.
- Oversees preventive Airfield Maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Estimate materials and determine operational needs for Airfield Maintenance tasks.
- Answers questions and provides information related to work assignments, including resolving problems, handling complaints, and providing technical expertise in the area of assignment.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Three (3) years of experience, of which two (2) years in working with heavy equipment or on an airfield, general construction, grounds maintenance, or repair experience and one (1) year of airfield maintenance and/or airport operations experience.

KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of airfield, grounds, roadways and related systems and equipment.
- Comprehensive knowledge and hands-on experience in Airfield Maintenance, including FAA Part 139 compliance requirements.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Proven ability to lead and motivate a team of employees engaged in Airfield Maintenance activities, to foster a collaborative and high-performing work environment.
- Strong interpersonal and communication skills, both verbal and written, to effectively liaise with internal departments, external vendors, and stakeholders, facilitate collaboration, and convey information clearly and concisely.
- Sound organizational and administrative abilities, including the estimation of materials, resource planning, time management, and record-keeping skills, to ensure efficient workflow and compliance with operational requirements.
- Commitment to delivering exceptional customer service to airport tenants and visitors by responding promptly to inquiries, addressing concerns, and maintaining a positive and professional demeanor in all interactions.
- Flexibility to adapt to changing priorities, work under pressure, and troubleshoot issues effectively, with a proactive and solution-oriented approach to overcome challenges and achieve objectives.
- Awareness of relevant laws, regulations, and industry standards pertaining to Airfield Maintenance practices, including FAA Part 139 compliance and safety protocols, to mitigate risks.
- Eagerness to stay abreast of emerging trends, technologies, and best practices in Airfield Maintenance and related fields, and a commitment to ongoing professional development to enhance knowledge and skills.

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HCAA is an EEOE and Drug-Free Workplace Program.

JOB POSTING

Airfield Maintenance Supervisor

POSITION OVERVIEW

Performs Supervisory work involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard. The ideal candidate for this position has supervisory, leadership, and technical experience in maintaining and repairing airport grounds at a medium or large hub airport. Leadership and technical duties include FAA Part 139 compliance with airfield paint markings, pavement condition indexing, field conditioning, and security requirements; coordinating airport ground tasks; supervising personnel to address employee issues, including coaching and employee support; and performance evaluations; and time clock management.

POSITION ROLES & RESPONSIBILITIES

Supervises the activities of skilled trades personnel engaged in constructing, repairing, and maintaining buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning, and reviewing work, providing training and counseling, and evaluating performance.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determines equipment and tools and makes drawings or sketches as necessary for maintenance personnel to perform work assignments properly.

Prepares and maintains manual and computerized reports, records, and logs related to the work performed and materials, equipment, and supplies used to provide an audit trail of activities.

Coordinates and manages the Airport Grounds work order process ensuring assignment and completion of work orders in a timely manner.

Determines, schedules, and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Answers questions and provides information related to work assignments, including resolving problems, handling complaints, and providing technical expertise in the area of assignment.

Performs employee performance evaluations.

Assists with preparing requisitions and maintains replacement parts and materials to allow timely completion of work assignments.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.

- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- An equivalent combination of education, training, and experience that would reasonably be expected to provide the job-specific functions in this position may be considered as a substitute.
- of work experience in construction, maintenance, or another skilled trade.
- of experience as a supervisor or team leader

LICENSES AND CERTIFICATIONS

- Possession of a valid Florida Driver's License Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization to which assigned.
- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record-keeping requirements.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and oversee the work of others.

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JOB POSTING**Airport Credentials Specialist**

POSITION OVERVIEW

Reporting to the Airport Credentialing Manager this position is responsible for completing various complex administrative duties relating to the credentialing of all Hillsborough County Aviation Authority personnel and vendors/tenants of the airport.

POSITION ROLES & RESPONSIBILITIES

Performs various complex administrative, and confidential functions and duties supporting the Airport Credentialing Manager.

Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences for the purposes of airport credentialing.

Reviews and distributes for the division manager or senior division manager, detailed incoming and outgoing mail, electronic mail, correspondence, and statements.

Answers all questions relating to the badging and credentialing process, which includes handling sensitive and confidential records or information.

Researches and responds to requests for information and assistance, and determines priority status and refers to division manager or senior division manager, or other professional staff, as needed.

May provide guidance and training, and review the work of others to ensure accuracy, completion and timeliness.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree From an accredited college or university with a major in office administration;
- Graduation from high school or possession of a GED Certificate
- Successful completion of an accredited secretarial or business and office technology training program
- Graduation from high school or possession of a GED Certificate;
- Of administrative/secretarial experience;
- Complete 55 net words per minute on a typing test.
- Of administrative/secretarial experience;
- Of administrative/secretarial experience;

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of procedures, policies, TSA policy, and security directives.
 - Strong skills in Excel, Access, and other Microsoft products.
 - Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
 - Ability to carry out simultaneous tasks under pressure with accuracy.
 - Skill in communication and effective writing.
 - Ability to handle restricted, sensitive, and confidential information.
 - Ability to serve the public and represent the Authority with the utmost courtesy and professionalism.
 - Strong customer service background required.
-

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JOB POSTING

Airport Emergency Operations Manager

POSITION OVERVIEW

The Airport Emergency Operations Manager at Tampa International Airport (TPA) is responsible for leading, developing, and implementing the emergency and contingency planning program for the Hillsborough County Aviation Authority (HCAA). They will coordinate and direct emergency management, disaster operations, contingency planning, and business continuity planning. The Airport Emergency Operations Manager will support the Incident Commander during activations, conduct operational drills and exercises, and ensure compliance with FAA and other state and federal requirements. Additionally, they will collaborate with various HCAA departments, agencies, and stakeholders to maintain current emergency plans and serve as the liaison to local, state, and federal emergency management agencies.

POSITION ROLES & RESPONSIBILITIES

Emergency Operations Plan Development and Maintenance:

- Develop and maintain emergency plan checklists for response and recovery during natural or man-made disasters and other major incidents and accidents.
- Develops and maintains various emergency plan checklists about the response and recovery of the airport during natural or man-made disasters and other major incidents and accidents.
- Develops and coordinates an effective business continuity plan in the event of an emergency or contingency activation at TPA.
- Serve as the primary coordinator for TPA emergency preparedness and management, designing, communicating, and evaluating emergency response and contingency plans specific to TPA's operations.
- Analyze and evaluate emergency plans across TPA departments, ensuring they meet the current needs of the organization.

Training and Education:

- Designs, coordinates, executes, and evaluates Departmental exercises to ensure that all employees completely understand the Airport Emergency Plan and their role as part of the plan. This includes emergency preparedness and response to all-hazards incidents, including but not limited to aircraft incidents, terrorism incidents, bomb threats, hazardous materials incidents, facility evacuations, family assistance, and communicable disease.
- Develop and conduct training programs to ensure employees understand their roles in the Airport Emergency Plan, including response to all-hazard incidents such as aircraft incidents, terrorism incidents, bomb threats, hazardous materials incidents, facility evacuations, family assistance, and communicable diseases.
- Develops and maintains various emergency plan checklists about the response and recovery of the airport during natural or man-made disasters and other major incidents and accidents.
- Evaluate and review updates to tenants' and airline emergency response plans, ensuring alignment with the Airport Emergency Plan and comprehensive emergency management.

Collaboration and Coordination:

- Collaborate with HCAA departments and TPA tenants, Federal, State, and Local Agencies to ensure appropriate preparedness, response, recovery, and mitigation efforts.

Business Continuity Planning:

- Develop and coordinate an effective business continuity plan in the event of an emergency or contingency activation at TPA.

FAA Compliance:

- Lead the FAA Part 139 Annual Plan Review and Tri-Annual Full Scale Exercise, including the development, execution, facilitation, evaluation, and implementation of corrective actions.

Emergency Operations Center (EOC) Management:

- Operate and maintain the EOC as a site for key leaders and stakeholders to support operations during emergency events, assuming various roles and responsibilities as needed.
- Serve as a key member of the Airport's incident management team during event response, providing leadership in emergency situations.

Reporting and Documentation:

- Ensure appropriate tracking, reporting, and documentation of emergency events, completing and submitting required information to the appropriate authorities in a timely manner.
- Interface with accident investigation teams in all areas of emergency management.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Emergency Management or another related field.
- Experience with emergency management, command and control, and training/experience.
- Experience in a project management and planning as a lead or supervisor
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certificate of completion from the Department of Homeland Security (FEMA) for National Incident Management System (NIMS) training, including ICS 400, and prerequisites. Upon Hire Required
- DL NUMBER - Driver License, Valid and in State Possession of a valid Driver's License Upon Hire Required
- Certified Emergency Manager (CEM) Certified Emergency Manager (CEM) with the International Association of Emergency Managers Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of policies, procedures, precedents, regulations, executive and general orders, and rules of the Airport Operations department.
- Knowledge of the National Incident Management System (NIMS) and the Incident Command System (ICS) emergency response and recovery techniques.
- Must be flexible and available to respond to the Airport 24/7/365 as needed.
- Ability to speak publicly to large groups.
- Demonstrate the ability to work effectively and exhibit leadership in a stressful environment.
- Results driven, possesses solid execution skills with a demonstrated track record of getting things done.
- Works independently with little supervision or direction.
- Must possess a track record with proven results in enhancing the safety and security of guests and employees.
- Ability to work in a fast-paced environment and effectively balance multiple competing priorities.
- Ability to make presentations to Executive level leadership and the Board of Directors.

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Airport Grounds Manager

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	2/27/2024 10:14:07 AM
Job Description Name:	Airport Grounds Manager
Position Title:	Airport Grounds Manager
Effective Date	10/28/2022
Pay Grade:	G5
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Senior Manager, Building and Grounds
Job Category:	Manager
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	MNT006
Department:	Maintenance

POSITION SUMMARY

Performs supervisory and technical duties planning and directing the maintenance and repair of the Airport Grounds at Tampa International Airport. The ideal candidate for this position has extensive operational experience in airfield and grounds landscape work at a large hub airport. Administrative duties include estimating materials and determining equipment needs to perform tasks; coordinating employee training; supervising personnel to address employee issues, including coaching and employee support; performance evaluations; time clock management; and construction project coordination. An individual should possess the ability to use computer software for a variety of tasks, have excellent verbal and written communication skills, and can make decisions and prioritize work for varying work locations.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment.	0%
<ul style="list-style-type: none">Supervises the activities of employees and monitors contractors engaged in maintenance and repair ground operations within airport facilities.	0%
<ul style="list-style-type: none">Requisitions and maintains replacement parts and materials to complete assignments promptly.	0%
<ul style="list-style-type: none">Assists in developing contractor specifications and overseeing the performance of contractors in assigned areas to ensure construction and maintenance requirements are satisfied, and services are completed in accordance with specifications.	0%
<ul style="list-style-type: none">Prepares technical specifications for equipment acquisition.	0%
<ul style="list-style-type: none">Assists in the development and management of annual budgets.	0%
<ul style="list-style-type: none">Performs employee performance evaluations.	0%
<ul style="list-style-type: none">Provides technical advice and assistance to subordinates and trains personnel in safety procedures and operating standards.	0%

• Performs other related duties as required.	0%
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Required for All HCAA Positions

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
	High school or possessing a GED Certificate	Required

Work Experience

Experience	Experience Details	Required/ Preferred
	Of experience as a supervisor of either a construction work crew or in the area of facility maintenance and repair.	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
<p>Considerable knowledge of the principles, practices, methods, tools, materials, and equipment used in the maintenance and repair of one or more of the following or a combination of buildings and other physical structures, mechanical equipment, and systems, or vehicular and stationary equipment.</p>	
<p>Considerable knowledge of codes, rules, regulations, and requirements about the area(s) of responsibility.</p> <p>Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.</p>	
<p>Working knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of parks and grounds landscape work and equipment.</p>	
<p>Skill in the application of supervisory techniques.</p> <p>Ability to communicate effectively both orally and in writing.</p> <p>Ability to establish and maintain an effective working relationship with subordinates, peers, and others.</p> <p>Ability to use a computer and related software.</p>	
<p>Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.</p>	

JOB POSTING

Airport Operations Business Partner Support Specialist

POSITION OVERVIEW

The Airport Operations Business Partner Support Specialist for our airport plays a vital role in ensuring the successful management and compliance of contracts related to various aspects of airport operations. This multifaceted position involves overseeing contract agreements, safety programs, and the Airport Operations Apprenticeship Program. You will collaborate with multiple stakeholders, including vendors, regulatory authorities, and internal airport teams, to guarantee the smooth execution of contracts, adherence to safety standards, and the development of the Apprenticeship Program.

POSITION ROLES & RESPONSIBILITIES

Contract Management and Compliance:

- Review and analyze contract terms, ensuring they align with the airport's objectives and comply with all applicable laws and regulations.
- Monitor contract performance, identifying areas of improvement and mitigating risks associated with contract non-compliance.
- Identifies and resolves operational issues involving airport guests, tenants, public safety, and security regarding our Business Partners.

Safety Program Oversight:

- Conduct regular safety audits, inspections, and assessments to identify potential hazards and recommend corrective actions to improve safety practices.
- Responds when requested to assist during emergency or critical incident situations.

Airport Operations Apprenticeship Program:

- Assist with the Airport Operations Apprenticeship Program.
- Evaluate program effectiveness and make necessary adjustments to enhance the learning experience for apprentices.

Vendor and Stakeholder Coordination:

- Build and maintain strong relationships with contractors, vendors, and other stakeholders involved in airport operations, ensuring clear communication channels and a positive working environment.
- Conduct periodic meetings with vendors to review performance, address concerns, and facilitate ongoing collaboration.
- Proactive planning to identify and mitigate the impact to operations of our Business Partners during special events, Holiday Plans, and irregular operations of the airport.
- Supports various lines of business as requested with administrative and compliance tasks.
- Responds to issues from the airport tenants and the public concerning our Business Partners.

Compliance Reporting and Documentation:

- Supervision of projects, initiatives, and operating plans as directed.
- Performs daily, nightly, periodic and special inspections of all Business Partners for compliance.
- Prepare and submit reports on contract compliance and safety program performance.
- Maintain accurate documentation of safety records, contracts, and program-related materials.

- Maintains weekly checklists for quality and compliance.

Continuous Improvement Initiatives:

- Identify opportunities for process improvements in contract management, safety practices, and the Apprenticeship Program, aiming for increased efficiency, cost-effectiveness, and excellence in operations.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree in Business Administration, Law, Aviation Management, or a related field.
- Proven experience in contract management, preferably in an airport or aviation-related industry.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Business Administration, Law, Aviation Management, or a related field.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to work with little supervision or guidance.
- Knowledgeable of contracts of our Business Partners.
- Ability to maintain records and prepare technical reports.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
- Ability to use a computer and related software.
- Ability to maintain a valid driver's license and insurability with the Authority.
- Ability to perform independently and make critical decisions under stressful/demanding situations.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
- Collaborate with other Airport departments.
- Must be able to lift and/or move up to 50-75 pounds.
- Must be willing to work in inclement weather conditions; and able to work non-standard hours/shifts, holidays, weekends, and be recalled during emergencies.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to use a computer and related software.

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JOB POSTING

Airport Operations Duty Manager

POSITION OVERVIEW

Reporting to the Senior Manager of the Airport Operations Center. The Airport Duty Manager oversees and proactively leads the day-to-day safety, security, and efficiency of operations at TPA and establishes strategic direction to prepare, mitigate, respond, and recover from incidents or emergencies that could potentially interrupt business operations. Evaluates any incidents and escalate through the Executive Management if required, initiating the TPA Emergency Response Plans with little to no guidance. The Airport Duty Manager will be responsible for all forward planning operations for TPA and ensuring the successful proactive management of the operation focused on safety, security, customer service, and efficiency. Any issues identified should be proactively addressed/mitigated with little to no guidance from senior airport leadership. The successful candidate must demonstrate strong leadership acumen, exceptional attention to detail, ability to multitask, coach/counsel and train, build bridges, and be a consummate relationship builder, forward thinker, and crisis leader.

POSITION ROLES & RESPONSIBILITIES

Ensuring compliance with all applicable federal and state regulations and enforcing the Authority's Operational Policies, Procedures, Rules, Regulations, and Operating Directives. Ensures compliance with FAA and TSA and all other applicable regulations. Monitors airport operations and directs operations staff to ensure safe and efficient service to airport users.

A key member of the Airport's incident management team during event response; provides leadership in emergencies, taking such action as needed to move equipment, settle public unrest, and make judicial decisions in disputes - all to ensure the smooth functioning of the airport.

Able to assume all roles in the EOC before, during, and following events, facilitate timely and complete situation information, including damage assessment, during and after emergency events. Effective communication skills with all levels of management and stakeholders.

Developing changes and additions to procedures to continuously improve airport operations' safety, security, and efficiency.

Primary operational oversight of the entire airport and the entire operation

Primary operational decision-maker while on shift

- Monitoring all key performance indicators and proactively leading to address and/or mitigate any issues that may arise Gate management
- Gate scheduling
- Monitors customer feedback on social media and ensures immediate actioning of issues/opportunities where appropriate
- Manages, maintains, and ensures the proper equipping of the EOC
- Leads applicable training courses as directed
- Primary Incident Manager (EOC Incident Commander)
- Coordinating and documenting drills and addressing with little to no guidance any issues or shortcomings identified

- Completing after-action reviews and proactively implementing enhancements to better responses to events or situations at TPA
- Daily/nightly construction coordination
- Develops, implemented, and manages holiday plans
- Completes and issues ADM reports and other leadership reports
- Ensures proactive and timely communication with stakeholders where necessary while on duty

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Of experience of a responsible nature supervising operations at a large or medium hub airport, including thorough knowledge of federal and state regulations governing the use and operation of airports
- Demonstrating leadership qualities, including strong interpersonal skills and emphasis on collaboration
- Of experience in Terminal, Airfield, Airport Operations, or Airport Security Operations.

PREFERRED QUALIFICATIONS

- Bachelor's Degree

KNOWLEDGE, SKILLS & ABILITIES

- Builds partnerships, works collaboratively with others to meet the shared objective, delivers customer-centric solutions, and handles conflict situations effectively.
- Makes sense of complex, high-quality, and sometimes contradictory information to make effective, timely decisions that keep the organization moving forward
- Holds themselves and others accountable to meet commitments by establishing clear responsibilities and processes for monitoring work and measuring results Strong strategic planning abilities with a forward-focused mindset.
- Creates a climate that encourages the open expression of diverse ideas and opinions, acts with diplomacy and tact, and relates openly and comfortably with diverse groups of people
- Ability to embrace diversity, promote broad employee involvement, and encourage change and innovation.
- Ensuring safety and security are always the priority.
- Listen closely and communicate openly, honestly, and directly.
- Treat all staff and members of the public with dignity and respect.
- Ability to debate constructively, decide definitively, and support actively.
- Ability to demand and accept responsibility.
- Ability to follow through with clear, consistent consequences.
- Be courageous and optimistic.
- Ability to Work and think as a team to avoid 'silos.'
- Able to follow and live out the Department's Rules of Our Road.
- Ability to take on new opportunities and tough challenges with a sense of urgency
- Able to anticipates and balances the need of multiple stakeholders.

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JOB POSTING

Airport Operations Manager-Airfield

POSITION OVERVIEW

The Airport Operations Manager-Airfield oversees the airport's aviation facilities management, operational activities, and administrative functions. This role involves supervising airport facilities, safety programs, and security functions and managing personnel and programs to ensure compliance with regulatory requirements. This position requires the ability to respond effectively to emergencies and irregular operations and the skills to lead and motivate a diverse staff. The Airport Operations Manager-Airfield maintains strong working relationships with stakeholders and the public.

POSITION ROLES & RESPONSIBILITIES

Airport Operations Management:

- Respond to and participate in airport emergencies and irregular operations. Establish priorities and make timely decisions during emergencies and incidents under stressful conditions.
- Resolve operational issues related to public safety and security.
- Serve as the primary airport point of contact for after-hours emergencies and irregular operations.
- Supervise the inspection of airport facilities, including runways, taxiways, apron areas, gate positions, terminal buildings, and service roads, to ensure safe and efficient operations.

Maintenance and Construction Oversight:

- Inspect and review inspection reports of airport facilities to determine necessary repairs, replacements, or improvements.
- Oversee all construction projects within the air operations area, ensuring conformance with regulations and initiating corrective action when necessary. Also, oversee events taking place in the air operations area.

Stakeholder and Public Relations Liaison:

- Maintain liaison with the Federal Aviation Administration, air traffic control tower, certification inspectors, airlines, airport tenants, and other stakeholders.
- Provide information to representatives of various agencies, groups, governmental officials, and employees to explain and interpret airport regulations and procedures.
- Maintain positive public relations with stakeholders, agencies, and the general public.
- Demonstrate effective written and verbal communication skills, including handling potentially confrontational situations.

Staff Supervision:

- Directly supervise a staff of at least one Airport Operations Supervisor - Airfield and indirectly oversee a staff of approximately six. Provide supervisory oversight to external entities to ensure smooth airport operations.
- Oversee the professional development of staff to support their engagement, growth, and goal achievement. Deliver employee performance reviews as per established timelines.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Five (5) years of commercial airport FAR Part 139 experience in a small, medium, or large hub airport as listed in the Federal Aviation Administration Guide. Experience must be related to airport management, operations, safety, and security.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- AAE Certified Member (C.M.) credential. within 1 Year Required
- NIMS & Emergency Management Training. within 180 Days Required
- Maintain Ramp and Movement Area (MAT) driving privileges. within 30 Days Required
- DL NUMBER - Driver License, Valid and in State A valid Driver's License must be valid in the state of employment. Upon Hire Required

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Aviation Business Administration, Business Administration, or another related field.
- Three (3) years of commercial airport FAR Part 139 experience in a small, medium, or large hub airport as listed in the Federal Aviation Administration Guide. Experience must be related to airport management, operations, safety, and security.
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of Federal Aviation Administration (FAA) regulations and advisory circulars related to FAR Part 139.
- Ability to adapt and thrive in a rapidly changing and evolving department.
- Strong knowledge of Department of Operations policies and procedures.
- Thoroughly understand Federal, State, and Aviation Authority rules and airport operations regulations.
- Ability to make critical decisions independently under stressful situations.
- A quick and objective analysis of situations to determine the appropriate action in an emergency or urgent situation.
- Knowledge of firearms usage by the airport's Wildlife Hazard Management Plan.
- Excellent organizational and leadership skills to manage multiple staff and collaborate with other airport departments.
- Effective communication skills for large and small group presentations and using two-way radio communication effectively.
- Ability to manage multi-agency, multifunctional teams and oversee complex projects.
- Strong decision-making skills for airside operations during intense or emergency-related situations.
- Excellent written communication skills to create policies, procedures, reports, memoranda, and directives.
- Effective time management and coordination abilities for handling multiple simultaneous activities.
- Proficient in computer usage and related software.

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JOB POSTING

Airport Operations Manager-Terminal

POSITION OVERVIEW

The Airport Operations Manager is responsible for assessing, evaluating, coordinating, and overseeing all areas of airport operations. Primary duties include supervising airport facilities, safety and security functions, and other operations focused on delivering the premier customer experience. The Airport Operations Manager maintains a safe and secure airport environment by conducting inspections of Airside, Landside, and Ground Transportation areas while coordinating operational and/or security activities. This position coordinates with many stakeholders, including but not limited to airport maintenance personnel, coordinates and manages construction activities to minimize operational impact or disruption, and participates in various phases of emergency management and irregular operations while interacting with airlines, federal agencies, business partners, and airport management.

POSITION ROLES & RESPONSIBILITIES

SUPERVISORY RESPONSIBILITIES

- Directly supervise a staff of at a maximum of one; with the probability of having no direct reports.
- Provides supervisory oversight to many entities outside the department to ensure airport operations remain unencumbered.
- Oversees the professional development of staff to support their overall engagement, growth, and goal achievement.
- Have the ability to employ soft skills and foster strong and productive relationships within the core working group and across departments and verticals.
- Deliver employee performance reviews by established dates, if in a supervisory capacity.

Coordinates with airport tenants and stakeholders for impacts to operations. Works closely with multiple internal and external customers to develop plans of action and response to various issues, including but not limited to security, access control, construction, airside capacity and response, and rule enforcement. Works with tenants to gain and maintain compliance with all federal, state, and county regulations for the safe operation of the airport.

Assumes Incident Command responsibility for all airport emergency and security events while on duty.

Resolves operational issues involving airline passengers, airport guests, tenants, public safety, and security.

Oversees the inspection of airport facilities, apron areas, gate positions, terminal buildings, roadways, and ground transportation lots to ensure safe and efficient operation and any other areas as directed.

Make decisions necessary to maintain the continued safe operation of the airport; eliminate or mitigate operational delays or negative impacts to customers with a focus on safety and customer service.

Enforces and actively promotes Airport rules and regulations.

Provides information to representatives of various agencies, groups, governmental officials, and employees to explain and interpret airport regulations and procedures.

Evaluates and recommend solutions to operational concerns.

Maintain a good understanding of the needs and concerns of our customers, including all tenants and the general public.

Maintain effective and collaborative working relationships with all airport tenants.

Supports the Airport Security Coordinator to ensure the airport meets all 49 CFR 1542 requirements.

Embody the guiding principles of the department as outlined in the TPA Airport Operations "Rules of Our Road."

Manages the airport's aircraft parking gate and hardstand resources to maximize efficiency and reduce customer impacts.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree
- Bachelor's Degree
- High School Diploma/GED
- experience at a medium or large-hub airport; the ability to act independently and decisively in emergencies.
- Of education, training, and experience directly related to the job-specific functions in the job description.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Possession of a valid Driver's License Upon Hire Required
- Successful completion of eighteen months in the Aviation Authority's Airport Operations Specialist Intern Program. within 1 Year Required
- Must currently hold or obtain, within 1 year of employment, the AAE Certified Member (C.M.) credential. within 1 Year Required
- Obtain and maintain position appropriate NIMS & emergency management training within 90 Days Required
- Maintain Ramp and Movement Area (MAT) driving privileges. within 90 Days Required

KNOWLEDGE, SKILLS & ABILITIES

- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with others within and outside their own organization.
- Ability to use initiative and exercise sound judgment.
- Ability to initiate and sustain action to accomplish the goals of the functional area.
- Ability to remain calm and provide guidance to subordinate staff in crisis and/or emergency situations.
- Ability to organize work, set priorities, and determine resource requirements.
- Ability to maintain strict confidentiality related to background investigation reports, incident reports, etc.
- Skill in the application of supervision techniques.
- Strong leadership qualities, tact, initiative, good judgment, and an ability to get along with others.
- Ability to collect, organize, and evaluate data and make logical decisions.
- Understands policies, procedures, and instructions.

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JOB POSTING**Airport Operations Safety Systems Manager**

POSITION OVERVIEW

The Airport Operations Safety Systems Manager, reporting to the Senior Manager of Safety Programs, is responsible for the development and implementation of the Tampa International Airport's Safety Management Systems (SMS) Program. This role ensures compliance with Federal Aviation Administration (FAA) regulations and guidance. The Airport Operations Safety Systems Manager sets the strategic direction and acts as a champion for the SMS Program, overseeing goal setting, planning, and performance management to facilitate proactive, systematic, and comprehensive safety processes.

POSITION ROLES & RESPONSIBILITIES**Leadership and Direction:**

- Lead and direct activities associated with the Airport's SMS Program.
- Champion the SMS Program, instilling safety management principles into the organization's culture.
- Collaborate with HCAA departments, tenants, and community partners to ensure safety management, preparedness, and continuity of operations.

Airside Safety Processes:

- Establish, implement, and continuously improve safety processes for airside operations in compliance with CFR Part 139 regulations.
- Develop, implement, and maintain the Airport Safety Management System Manual, ensuring adherence to federal, state, and local aviation safety laws, rules, and regulations.
- Provides innovations and ideas to continually improve the Airport Safety Management System Manual.
- Creates adaptive process to ensure compliance with federal, state, and local laws, rules, and regulations related to SMS.

Regulatory Compliance and Standards:

- Monitor existing regulations governing activities on airport property and stay updated on emerging standards and policies.
- Promulgate new standards and policies as required.
- Represents the Airport in professional, industry group meetings; stays informed of industry trends and innovations related to the field of airport/aviation safety.
- Demonstrates proficiency in analyzing and evaluating multiple departmental programs, policies, and procedures as they relate to SMS.

Investigation and Root Cause Analysis:

- Conduct investigations into safety-related aspects of airfield operations, identifying contributing factors and root causes.
- Develop measures to prevent or minimize the recurrence of similar safety events.

Recommendations and Corrective Measures:

- Develop recommendations based on data collection, industry data, FAA requirements, and guidance.
- Implement an adaptive approach to SMS by tracking recommendations, documenting findings, and implementing corrective measures.

Hazard Analysis and Policy Development:

- Conduct research and analyze hazards to develop policies and procedures in support of the Safety Management System.

Record-Keeping, Reporting, and Training:

- Maintain records, generate reports, and provide training to employees or other stakeholders to support the implementation of the SMS Program.
- Assists other departments or programs to prepare reports, maintain records, analyze data, and promote the continual improvement of the Airport's SMS Program.

Technical Expertise and Communication:

- Serve as a technical expert in airside safety matters, providing counsel to airside personnel.
- Demonstrate strong interpersonal and communication skills at all levels within and outside the organization.
- Prepare and present clear and concise oral and written reports.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Business Administration, Aviation Science, Safety Management, Aviation Safety, or related field.
- Experience in airport management, preferably with airport operations experience at a Part 139 airport, along with demonstrated knowledge of day-to-day airport operations with a thorough understanding of airport standards and regulatory authorities/governing bodies.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certified Safety Professional (CSP) Preferred

PREFERRED QUALIFICATIONS

- of SMS experience in the aviation industry
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Proven experience in developing and implementing training plans.
- Strong organizational and delegation skills.
- Excellent interpersonal and communication skills to establish and maintain relationships with various stakeholders.
- Familiarity with AOC-related systems and technologies.
- Demonstrated problem-solving abilities and attention to detail.
- Flexibility to adapt to changing priorities and operational demands.
- Excellent oral and written communication skills.
- A strategic thinker who can analyze present conditions forecast future needs
- Ability to organize work, set priorities, and determine resource requirements.
- Advanced knowledge of Microsoft Word, PowerPoint, and Excel.

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POSITION OVERVIEW

Reporting to the AOC Managers, Public Safety, and Operations, The Airport Operations Supervisor-AOC is under the umbrella of the Operations department at Tampa International Airport. The Airport Operations Center is a 40-plus employee dispatch center that is the central point of contact for all calls, emergent in nature, and is open 24 hours a day, seven days a week. The Airport Operations Center is responsible for 911 Public Safety (Police, Fire, and EMS) calls and calls relating to all airport operations and systems, including elevators, escalators, and shuttles. This position supervises a staff of six to eight airport dispatchers per rotating shift. Strong team-building and leadership qualities are a must in this role. In addition, this role is also responsible for planning, training, coordinating schedules, and controlling personnel, material, and physical resources to achieve operational and organizational objectives.

POSITION ACCOUNTABILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on the assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Supervises the day-to-day operations of the unit/section and coordinates and administers assigned programs and resources.
- Supervise personnel by providing guidance, training, and motivation to assigned staff; assigns, monitors, and reviews work; evaluates performance and initiates corrective action as needed.
- Performs various administrative duties in support of the unit's activities.
- Implements expectations and goals for direct reports to ensure operational efficiency and effective administration of the unit.
- Monitors workflow, data accuracy, and overall quality of work; assures processes and procedures are accomplished according to established guidelines.
- Assesses staffing needs and identifies shortfalls.
- Coordinates with other sections and internal departments within own organization and external agencies/departments to ensure efficient flow of communications and services.
- Provide consultation to customers on matters relating to functional areas.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- Graduating from an accredited four-year degree-granting college or university.
- At least one (1) year of experience working as a public safety dispatcher.
- Must have Florida Department of Health 9-1-1 PST Certification.

OR

- Graduating from an accredited two-year degree-granting college or university.
- At least two (2) years of experience working as a public safety dispatcher.
- Must have Florida Department of Health 9-1-1 PST Certification.

OR

- High School Diploma or equivalent; and
- At least four (3) years of experience working as a public safety dispatcher.
- Must have Florida Department of Health 9-1-1 PST Certification.

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of the assigned unit's functions, services, procedures, and regulations.
- Skill in the application of supervisory and leadership techniques.
- Ability to support, promote, and ensure alignment with the departments/agency's goals and vision.
- Ability to establish and maintain effective working relationships with others within and outside their organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to remain calm and lead a team during emergencies or incidents.
- Excellent oral and written communication skills.
- Ability to effectively manage and guide group efforts.
- Ability to create solutions to problems using new methods and processes.
- **Must be proficient and excel as a 911 PST.**

CORE Values

- **Safety** - Extending beyond our proactive approach to maintaining a secure facility for guests, our commitment to safety acknowledges the sense of security and peace of mind that comes from providing a warm and comfortable environment.
- **Service** - We are committed to the highest guest quality and service levels. Tampa International Airport team members take great pride in delivering top-notch experiences that are helpful, welcoming, and friendly. Our minimum standard is excellence in all we do.
- **Community** - As the gateway to the west coast of Florida, we serve communities and businesses throughout the region. Our initiatives bring regional interests and organizations together to build a stronger Tampa Bay. As a good neighbor and community partner, we are committed to providing opportunities and making responsible choices that benefit our region.
- **Growth** - We are committed to building a sound financial position that cements our ability to be best in class for years to come. Our economic strength comes from a sensible and dynamic approach to growth. We will ensure that as the Tampa Bay region grows, its airport is scaled to meet rapidly changing needs.
- **Innovation** - We are imaginative and forward-thinking. Dedicated to evolving form and function through technological advancement, improved processes, and operational efficiency, remaining true to our guests' desire for simplicity, organization, and convenience.

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Department:
Pos. No:
Pay Grade:
Last update:

Public Safety
00000
– Exempt

JOB POSTING

Airport Operations Supervisor-Airfield

POSITION OVERVIEW

The Airport Operations Supervisor-Airfield plays a pivotal role in the efficient and safe operation of an airport. This multifaceted position encompasses a wide range of responsibilities within airport operations, aviation administration, and facilities management. The primary objective is to oversee and manage various critical functions to ensure the smooth functioning of the airport while adhering to stringent regulatory guidelines, particularly those outlined by the Federal Aviation Administration (FAA) under FAA 14 CFR Part 139.

POSITION ROLES & RESPONSIBILITIES

Monitors compliance with federal and state regulations; supervises development and maintenance of the airport policies/procedures, Airport Certification Manual, Wildlife Hazard Management Plan, Airport Emergency Plan, Airport Security Plan, and Airport Master Plan, etc.

Assists in developing procedures for use in aircraft accidents, fires, or other emergencies.

Knowledgeable of and applies procedures per Federal Aviation Advisory Circulars.

Inspects airport facilities, such as runways, buildings, lighting, etc., to determine required repairs, replacement, or improvements.

Demonstrates effective written & verbal communication and positive public relations with the ability to handle potentially contentious situations effectively.

Assists in the enforcement of aircraft parking; monitors and ensures conformance with all applicable regulations and ordinances; initiates corrective action.

Issues NOTAMS (Notice to Airmen) when required by airport conditions.

Performs daily, nightly, periodic, and special airfield inspections.

Responds to airfield operational concerns.

Responds to issues from the airport tenants and the public.

Embody the department's guiding principles outlined in the TPA Airport Operations "Rules of Our Road."

Must be able and willing to work rotating shifts, holidays, and weekends.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Aviation/Airport Management, Business, Public Administration or related field
- Two (2) years Aviation experience in an area specifically related to airfield operations
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Valid Florida Driver's License Upon Hire Required
- AAAE Airport Certified Employee Airfield Operations Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Understand and implement appropriate Federal Aviation Administration regulations and advisor circulars as they apply to FAR Part 139.
 - Obtain and maintain position-appropriate NIMS & emergency management training.
 - Maintain Ramp and Movement Area (MAT) driving privileges
 - Ability to maintain records and prepare technical reports.
 - Ability to communicate effectively orally and in writing.
 - Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
 - Ability to use a computer and related software.
 - Ability to maintain a valid driver's license and insurability with the Authority.
 - Ability to perform independently and make critical decisions under stressful/demanding situations.
 - Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
 - Ability to use firearms in accordance with the airport's Wildlife Hazard Management Plan.
 - Collaborate with other Airport departments.
 - Write grammatically correct reports, memoranda, directives, and letters to inform tenants, staff, and others of airside policies and procedures.
 - Ability to plan and coordinate multiple activities occurring simultaneously.
 - Ability to use a computer and related software.
 - Efficiently and professionally collaborate with employees from diverse professional backgrounds, educational levels, specialization, and affiliation.
 - Must be able to lift and/or move up to 50-75 pounds.
 - Must be able to work in inclement weather conditions.
 - Must be able to operate a vehicle for extended periods
 - Must be able to work on various assignments. Exposed to chemicals, fumes, solvents, machinery, moving objects/vehicles, dust, slippery/uneven surfaces, confined spaces, and excessive noise (amount of exposure varies based on assignment).
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Airport Operations Supervisor- Terminal

J o b D e s c r i p t i o n

JOB POSTING

Airport Operations Supervisor-Terminal

POSITION OVERVIEW

The Airport Operations Supervisor performs a wide variety of duties within airport operations, aviation administration, and facilities management. Primary duties include monitoring of airport facilities, safety and terminal inspections, security functions, and responding to irregular operation events.

POSITION ROLES & RESPONSIBILITIES

Resolves operational issues involving airline passengers, airport guests, tenants, public safety, and security.

Coordinates with airport tenants and stakeholders for impacts to operations.

Oversees the inspection of airport facilities, apron areas, gate positions, terminal buildings, roadways, and ground transportation lots to ensure safe and efficient operation and any other areas as directed.

Makes decisions necessary to maintain the continued safe operation of the airport; eliminate or mitigate operational delays or negative impacts to customers with a focus on safety and customer service.

Works with tenants to gain and maintain compliance with all federal, state, and county regulations for the safe operation of the airport.

Demonstrates effective written & verbal communication and positive public relations with the ability to effectively handle potentially confrontational situations.

Proactive planning to identify and mitigate impacts to operations.

Provides information to representatives of various agencies, groups, governmental officials, and employees to explain and interpret airport regulations and procedures.

Evaluates and recommends solutions to operational concerns.

Assists in the enforcement of aircraft gating and parking; monitors and ensures conformance with all applicable regulations and ordinances; initiates corrective action.

Supports the Airport Security Coordinator to ensure the airport meets all 49 CFR 1542 requirements.

Responds to terminal operational concerns.

Responds to issues from the airport tenants and the public.

Embody the guiding principles of the department as outlined in the TPA Airport Operations "Rules of Our Road".

Provides indirect supervision of day-to-day activities that occur across TPA Campus.

Have the ability to employ soft skills and foster strong and productive relationships within the core working group and across departments and verticals.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Aviation related field or an equivalent combination of education and relevant work/industry/military/jo
- of experience in an Aviation related field

LICENSES AND CERTIFICATIONS

- Valid Driver's License
- NIMS & emergency management training within 120 Days Required

KNOWLEDGE, SKILLS & ABILITIES

- Ability to maintain records and prepare technical reports.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
- Ability to use a computer and related software.
- Ability to use initiative and exercise sound judgment.
- Ability to maintain a valid driver's license and insurability with the Authority.
- Ability to perform independently and make critical decisions under stressful/demanding situations.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
- Collaborate with other Airport departments.
- Write grammatically correct reports, memoranda, directives, and letters to inform tenants, staff, and others of airside policies and procedures.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to use a computer and related software.
- Efficiently and professionally collaborate with employees from diverse professional backgrounds, educational levels, specialization, and affiliations.

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Airport Systems Automation Technician

J o b D e s c r i p t i o n

JOB POSTING

Airport Systems Automation Technician

POSITION OVERVIEW

Performs duties in the analysis, design, development, testing, implementation, management and repair of automated Programmable Logic Controller (PLC) and computer-controlled airport systems.

POSITION ROLES & RESPONSIBILITIES

- Analyzes, programs, designs, implements, operates, troubleshoots, and maintains critical automated airport systems, including but not limited to the automated baggage system, rental car fueling system, and airplane passenger loading bridges (jet-ways).
- Programs, tests, edits and troubleshoots proposed hardware and software changes to complex, critical airport systems using PLC ladder logic as required for improved system operation.
- Justifies and documents proposed changes to affected certified systems for approval by the Department of Homeland Security and management prior to implementation.
- Provides after-hours support and remote troubleshooting via virtual private networks to PLC hardware, software, and controls networks, workstations, and server computers to minimize customer impact on critical airport systems.
- Performs post-incident analysis of automated system issues.
- Provides recommendations for improved preventive maintenance actions; implements improvements to existing software reporting and programming, and develops contingency plans to reduce the impact of future occurrences.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Electrical, Mechanical, Aeronautical, or Marine Engineering
- Two (2) years Of experience in the operation and maintenance of mechanical, electrical, or hydraulic equipment.
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Extensive knowledge of software applications installation, operation, testing, and maintenance methods and techniques of Programmable Logic Controllers, Human Machine Interface software and data historian software such as RSLogix, RSView, RSNetworx tools, SQL server and current Microsoft operating systems.
- Considerable knowledge of systems analysis techniques.

- Considerable knowledge of materials, tools and methods used in the repair, maintenance and servicing of electrical, electronic, pneumatic and hydraulic equipment and devices.
 - Considerable knowledge of industrial electronics.
 - Considerable knowledge of the parts requirements and inter-changeability of parts between various pieces of equipment.
 - Skill in the use of specialized test equipment and tools used to diagnose and repair computer-controlled airport operations support systems and equipment.
 - Ability to read, review, and interpret technical reports, contracts, specifications, and plans.
 - Ability to read and program logic controllers.
 - Ability to operate commonly used electronic testing equipment.
 - Ability to collect, organize and evaluate data and to develop logical conclusions.
 - Ability to train users in computer concepts and applications, and to provide technical assistance to computer staff.
 - Ability to communicate effectively, both orally and in writing.
 - Ability to work effectively with others.
-

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JOB POSTING

Airport Systems Engineering Technician

POSITION OVERVIEW

An Airport Systems Engineering Technician is responsible for the maintenance, operation, and repair of various airport systems and equipment. These systems may include airfield lighting, navigational aids, communications equipment, security systems, and various other mechanical, electrical, and electronic equipment. The technician is also responsible for troubleshooting and diagnosing problems, performing repairs and maintenance, and ensuring that all equipment and systems are operating at peak efficiency. The role of an Airport Systems Engineering Technician requires technical skills, knowledge of electrical and mechanical systems, and experience in working with various types of equipment. Additionally, the technician must be able to work effectively in a team environment, be adaptable to changing conditions and work schedules, and have strong problem-solving and communication skills. The technician may work on-call, as airports operate 24/7, and they must be able to respond quickly to emergencies and urgent maintenance requests. The technician may also be required to work in outdoor environments and in varying weather conditions. Overall, the Airport Systems Engineering Technician plays a critical role in ensuring the safe and efficient operation of airport systems and equipment, which is essential to the overall functioning of the aviation industry.

POSITION ROLES & RESPONSIBILITIES

Responds to shuttle, elevator, escalator, moving sidewalks, passenger loading bridge, baggage conveyor, and other complex airport operations support system outages, diagnoses problems, and repairs or assists with repairs to restore failed system to normal operation in a timely manner to minimize disruption of service to customers.

Oversees and assists in the overhaul and major upgrade to elevators, escalators, shuttles, conveyors, and other complex airport operations support systems and equipment to insure equipment is maintained in a high state of serviceability.

Inspects high tech systems that are being overhauled or upgraded for compliance with plans and specifications.

Participates in the research and development of preventative and corrective maintenance

Participates in the research and development of preventative and corrective maintenance procedures of newly acquired systems and equipment to insure serviceability and prolong the life cycle of the equipment.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of experience in the operation and maintenance of mechanical, electrical, or hydraulic equipment.

- An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific functions.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of design, operation, and maintenance criteria for computer-controlled airport operations support systems and equipment.
 - Working knowledge of electrical and mechanical engineering principles and practices.
 - Some knowledge of airport terminology and operating philosophy.
 - Skill in the use of specialized test equipment and tools used to diagnose and repair computer-controlled airport operations support systems and equipment.
 - Ability to operate a computer.
 - Ability to read, review, and interpret technical reports, contracts, specifications, and plans.
 - Ability to read and program logic controllers.
 - Ability to operate commonly used electronic testing equipment.
 - Ability to identify discrepancies between construction specification drawings and work performed.
 - Ability to communicate effectively both orally and in writing.
 - Ability to work effectively with others.
-

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JOB POSTING**AOC Dispatcher I**

POSITION OVERVIEW

The role of Airport Operations Center (AOC) Dispatcher I involves undergoing comprehensive on-the-job training to attain proficiency in a range of tasks that contribute to the smooth functioning of Tampa International Airport Operations, as well as supporting Public Safety and Security activities both within the airport premises and the surrounding area on a 24/7 basis. Responsibilities encompass diverse duties such as overseeing airport operations and public safety audio-visual communication systems, managing incoming emergency and non-emergency calls, and effectively utilizing computer-controlled systems and communication tools to furnish information and coordinate the dispatch of personnel for prompt interventions. Successful completion of this training renders incumbents eligible for further developmental opportunities and the potential for advancement to the role of AOC Dispatcher II and III.

POSITION ROLES & RESPONSIBILITIES**General Airport Dispatching Duties:**

- Monitors airport audio and video communication systems.
- May receive and direct emergency and non-emergency calls for service using digital and analog voice communications equipment and a computer dispatch system.
- Determines the location of the incoming emergency and non-emergency calls initiated from landlines or cellular phones using a Global Positioning System (GPS).
- Conveys a variety of information related to airport activities to airport personnel, vendors, service contractors, and the general public as required.
- Initiates emergency and non-emergency call-backs to obtain or provide additional information or to follow up on disconnected calls.
- Maintains records and reports, including shift reports and operations logs. Performs duties at temporary emergency command centers and locations during periods of local, state, and national emergencies, as required.
- Testifies in court to provide an accurate account of information related to emergency/non-emergency calls for assistance, as required.
- Completes designated airport operations or public safety dispatching training programs as the Aviation Authority requires.

Airport Operations Dispatching Duties:

- Operates various computer systems and programs, including aviation-specific systems, airport facility systems and equipment, security alarm systems, and closed-circuit television (CCTV) systems.
- Activates the Aviation Authority emergency communication notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operations impacts.
- Responds to requests for flight information, pages, general information, and inquiries from the general public and airport tenants regarding operations-related issues.

Airport Public Safety Dispatching Duties:

- Receives incoming 911 emergency and non-emergency calls for assistance, makes inquiries to solicit additional relevant information when needed, and assesses knowledge to determine the nature and urgency of calls for assistance.

- Enters public safety-related information into the Computer Aided Dispatch (CAD) system and redirects calls to specific or alternate emergency responding agencies or departments.
- Dispatches emergency response personnel using digital and analog voice communications equipment and an emergency computer dispatch system.
- Accesses and enters sensitive law enforcement data in local, state, and federal databases for investigative purposes, including the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.
- Researches local, state, and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, locate other relevant data, and provide information to emergency response personnel before arriving at the emergency location.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of experience dispatching calls for assistance or performing customer service duties.
- An equivalent combination of education, training, and experience would reasonably be expected to provide the job-specific competencies noted below.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of CJNET, FCIC, and NCIC law enforcement databases.
- Working knowledge of the Airport Communication Center regulations and standard operating procedures and airport operations and public safety dispatching systems related to the area of assignment.
- Working knowledge of CPR and First Aid procedures and techniques. Working knowledge of the Airport layout, facilities, and operations systems. Working knowledge of Aviation Authority policies, procedures, and guidelines.
- Skill in operating a multi-line or computerized telephone and using digital, audio, or radio communications equipment.
- Ability to multitask under potentially stressful conditions.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
- Ability to accurately assess emergency and non-emergency information, make correct decisions and take appropriate action.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow established procedures and pay close attention to detail.
- Ability to locate offices, agencies, or individuals promptly through directories or other information sources.
- Ability to maintain confidential information.
- Ability to work effectively with others.
- Some knowledge of airport operations, law enforcement, emergency medical, and fire terminology based on the area of assignment.
- Some knowledge of computerized mapping systems and related software use and application.
- Some knowledge of digital and audio communications equipment operation.
- Some knowledge of effective communication techniques.
- Ability to accurately sort, file, and retrieve materials using alphabetical, numerical, or chronological information systems.
- Ability and willingness to work rotating shifts, including nights, weekends, and holidays.

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JOB POSTING**AOC Dispatcher II**

POSITION OVERVIEW

Performs advanced duties monitoring airport operations or public safety communications systems, and receives and directs airport operations or public safety emergency and non-emergency assistance call requests utilizing various computer-controlled systems and communications equipment to dispatch personnel to provide timely responses to requests for assistance.

POSITION ROLES & RESPONSIBILITIES

Monitors airport audio and video operations and public safety communication systems.

May receive incoming 911 emergency and non-emergency calls for assistance, make inquiries to solicit relevant information, and assess information to determine the nature and urgency of calls for assistance.

Enters operations or public safety-related information into the Computer Aided Dispatch (CAD) system and redirects calls to specific or alternate emergency responding agencies or departments.

Dispatches response personnel using digital and analog voice communications equipment and/or an emergency computer dispatch system.

May access and enter sensitive law enforcement data in local, state, and federal databases for investigative purposes, including the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.

Determines the location of the emergency and non-emergency calls initiated from landlines or cellular phones using a Global Positioning System (GPS).

Researches local, state, and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, and locate other relevant data and provides information to emergency response personnel before arrival at the emergency location.

Operates various computer systems and programs, including aviation-specific systems, airport facility systems and equipment, security alarm systems, and closed-circuit television (CCTV) systems.

Activates the Aviation Authority emergency communications notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operational impacts.

Responds to requests for flight information, pages, general information, and inquiries from the general public and tenants regarding airport operations and public safety issues.

Conveys a variety of information related to airport operations and public safety activities to airport personnel, vendors, service contractors, and the general public as required.

Maintains records and reports, including shift reports and operations logs.

Initiates emergency and non-emergency call-backs to obtain additional information or follow-up on disconnected calls.

May perform duties at temporary emergency command centers and locations during periods of local, state, and national emergencies, as required.

Testifies in court to provide an accurate account of information related to emergency/non-emergency calls for assistance, as required.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Successful completion of designated airport operations or law enforcement dispatcher training programs, including possession of all required certifications

LICENSES AND CERTIFICATIONS

- Successful completion of designated airport operations or law enforcement dispatcher training programs, including possession of all required certifications Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of CJIS Security Clearance Expectations within the Airport Operations Center
- Working knowledge of the Airport Communication Center regulations and standard operating procedures and airport operations and public safety dispatching systems.
- Working knowledge of the Airport layout, facilities, operations systems, and airport public safety operations.
- Working knowledge of Aviation Authority policies, procedures, and guidelines.
- Working knowledge of effective communication techniques.
- Working knowledge of digital and audio communications equipment operation.
- Working knowledge of computerized mapping systems and related software use and application.
- Working knowledge of CPR and First Aid procedures and techniques.
- Working knowledge of law enforcement, emergency medical, and fire terminology.
- Skill in operating a multi-line or computerized telephone, and i operating digital, audio, or radio communications equipment.
- Ability to multitask under potentially stressful conditions.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
- Ability to accurately assess emergency and non-emergency information, make correct decisions and take appropriate action.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow established procedures and pay close attention to detail.
- Ability to locate offices, agencies or individuals promptly through directories or other information sources.
- Ability to maintain confidential information.
- Ability to work effectively with others.
- Ability to accurately sort, file, and retrieve material using alphabetical, numerical, or chronological systems.
- Ability and willingness to work rotating shifts including nights, weekends, and holidays.

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JOB POSTING**AOC Dispatcher III**

POSITION OVERVIEW

The Airport Dispatcher III is part of the Airport Operations Center team supporting Tampa International Airport's operations and public safety and security activity within the airport and surrounding area 24 hours every day. Responsibilities include answering emergency phone calls, processing sensitive information, and dispatching first responders by radio when required. Airport Dispatchers III also monitors and operate systems that include communication of video security and patron transportation, such as the Airport's shuttle system, while taking customer service phone calls from patrons and fellow employees looking for assistance.

POSITION ROLES & RESPONSIBILITIES

Monitors airport audio and video operations and public safety communication systems.

May receive incoming 911 emergency and non-emergency calls for assistance, make inquiries to solicit relevant information, and assess information to determine the nature and urgency of calls for assistance.

May enter public safety-related information into the Computer Aided Dispatch (CAD) system and redirects calls to specific or alternate emergency responding agencies or departments.

Dispatches responders using digital and analog voice communications equipment and/or a computer dispatch system.

May access and enter sensitive law enforcement data in local, state, and federal databases for investigative purposes, including the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.

May determine the location of the emergency and non-emergency calls initiated from landlines or cellular phones using a Global Positioning System (GPS).

May research local, state, and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, locate other relevant data, and provide information to emergency response personnel before arrival at the emergency location.

Operates various computer systems and programs, including aviation specific systems, airport facility systems and equipment, security alarm systems, and closed-circuit television (CCTV) systems.

Activates the Aviation Authority emergency communications notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operational impacts.

Responds to requests for flight information, pages, general information, and inquiries from the general public and tenants regarding airport operations and public safety issues.

Conveys a variety of information related to airport operations and public safety activities to airport personnel, vendors, service contractors, and the general public as required.

Maintains records and reports, including shift reports and operations logs.

Initiates emergency and non-emergency call-backs to obtain additional information or follow-up on disconnected calls.

Performs duties at temporary emergency command centers and locations during periods of local, state, and national emergencies, as required.

Testifies in court to provide an accurate account of information related to emergency/non-emergency calls for assistance, as required.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of Operations or Public Safety dispatcher experience within the Airport Operations Center
-

LICENSES AND CERTIFICATIONS

- Successful completion of designated airport operations or law enforcement dispatcher training programs, including possession of all required certifications Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of CJIS Security Clearance Expectations within the Airport Operations Center
 - Working knowledge of the Airport Communication Center regulations and standard operating procedures and airport operations and public safety dispatching systems.
 - Working knowledge of the Airport layout, facilities, operations systems, and airport public safety operations.
 - Working knowledge of Aviation Authority policies, procedures, and guidelines.
 - Working knowledge of effective communication techniques.
 - Working knowledge of digital and audio communications equipment operation.
 - Working knowledge of computerized mapping systems and related software use and application.
 - Working knowledge of CPR and First Aid procedures and techniques.
 - Working knowledge of law enforcement, emergency medical, and fire terminology.
 - Skill in operating a multi-line or computerized telephone, and in operating digital, audio, or radio communications equipment.
 - Ability to multitask under potentially stressful conditions.
 - Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
 - Ability to accurately assess emergency and non-emergency information, make correct decisions and take appropriate action.
 - Ability to use a computer and related software.
 - Ability to communicate effectively, both orally and in writing.
 - Ability to follow established procedures and pay close attention to detail.
 - Ability to locate offices, agencies, or individuals promptly through directories or other information sources.
 - Ability to maintain confidential information.
 - Ability to work effectively with others.
 - Ability to accurately sort, file, and retrieve material using alphabetical, numerical, or chronological systems.
 - Ability and willingness to work rotating shifts including nights, weekends, and holidays.
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AOC Public Safety Manager

Department: Operations

Pay Grade: G6

FLSA Status: Exempt

Job Code: OPS024

Last Updated: 05/17/2024

POSITION OVERVIEW

Reporting to the Senior Manager, Airport Operations Center, The AOC Public Safety Manager is under the umbrella of the Airport Operations Department at Tampa International Airport. The Airport Operations Center is a 40-plus employee dispatch center that is the central point of contact for all calls, emergent in nature, and is open 24 hours a day, seven days a week. The Airport Operations Center is responsible for 911 Public Safety (Police, Fire, EMS) calls as well as calls relating to all airport operations and systems including elevators, escalators, and shuttles. This position is responsible for the development of the AOC training Program and Criminal Justice Information Systems compliance procedures to industry standards and regulations. This role leads a staff of two Coordinators (CJIS and Training), as well as all dispatch trainees. Strong team building, leadership, and project management qualities are essential in this role. In addition, this role is also responsible for planning, training, budgeting supplies, coordinating schedules, and controlling personnel, material, and physical resources to achieve operational and organizational objectives.

POSITION ACCOUNTABILITIES

- Subject matter expert for the department with managerial responsibility for the operation and execution of effective dispatch of Public Safety communications for the Tampa International Airport Police Department.
- Maintain current knowledge of the operations of the Hillsborough County E9-1-1 Emergency network, as it relates to the operations of a Public-Safety Answering Point {PSAP}.
- Manage receipt of emergency 9-1-1 calls for police, fire, and medical emergency services that occur within the limits of Tampa International Airport property, as well as non-emergency calls for police service.
- Establishes administrative policies, procedures, and guidelines to ensure operational efficiency and effective administration of assigned personnel.
- Maintain current knowledge of FCIC/NCIC OIS procedures.
- Knowledge of FCC Rules and Regulations regarding the use of radio systems
- Maintain a working knowledge of all the duties and responsibilities of Public Safety Telecommunication Supervisors and dispatchers.
- Manages the recruitment and development of a team of dispatcher trainers and mentors.
- Prepares annual budget documents, monitors the status of allocated funds, and controls expenses.
- Manages the AOC's compliance with training standards and CJIS policies to industry requirements to include certification of personnel, programs, and processes.
- Responsible for the development of educational programs designed to enhance the competencies of dispatchers and trainees.
- Serves as the agency lead point of contact with the FBI and FDLE on all CJIS-related items and audits.
- Participates and represents the department in meetings concerning records management, administrative concerns, computer software upgrades, technical workgroup meetings, and other meetings as directed.
- Provide interactive communication between the public and police officers in the field.
- Provides supervision, guidance, training, and motivation to assigned personnel; coordinates functions; assigns, monitors and reviews work of subordinate staff; evaluates performance and initiates correction action, as needed.
- Coordinates with Human Resources to recruit for positions and interview candidates.

- Leads change management processes for training needs that influence AOC personnel or practices.
- Set direction and priorities and allocate staff and resources to projects and unit initiatives.
- Supervises personnel by providing, guidance, training, and motivation to assigned staff; assigns, monitors, and reviews work; evaluates performance and initiates corrective action as needed.
- Serves as the lead point of contact with the Florida Department of Health on all Training Programs and Dispatcher certifications.
- Manages required equipment logs and is responsible for purchasing and maintaining adequate inventory.
- Monitors workflow, data accuracy, and overall quality of work; assures processes and procedures are accomplished according to established guidelines.
- Assesses staffing needs and identifies shortfalls.
- Conduct needs analysis for new equipment, training, software, or personnel budget items.
- Develops and submits detailed justification and persuasive arguments for proposals or unit initiatives but has no direct budget approval responsibility.
- Provides consultation to customers on matters relating to functional areas.
- Collaborates with other departments to develop and implement new projects or processes for efficiency.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- Graduation from an accredited four-year degree-granting college or university and at least two years of supervisory or training management experience working in a law enforcement agency.
- Must possess Florida Department of Health 9-1-1 PST Certification.

OR

- High School Diploma or equivalent and at least seven years of supervisory or training management experience working in a law enforcement agency.
- Must possess Florida Department of Health 9-1-1 PST Certification.

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of CJIS material and procedures for audits.
- Considerable knowledge of adult learning principles and training curriculum development.
- Considerable knowledge of the functions, services, procedures, and regulations of the assigned unit.
- Skill in the application of supervisory and leadership techniques.
- Ability to support, promote, and ensure alignment with the departments/agency's goals and vision.
- Ability to establish and maintain effective working relationships with others within and outside their organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to remain calm and lead a team during emergencies or incidents.
- Excellent oral and written communication skills.
- Proficiency in public speaking as a presenter and educator.
- Ability to effectively manage and guide group efforts.
- Ability to create solutions to problems using new methods and processes.

CORE Values

- **Safety** - Extending beyond our proactive approach to maintaining a secure facility for guests, our commitment to safety acknowledges the sense of security and peace of mind that comes from providing a warm and comfortable environment.
- **Service** - We are committed to the highest guest quality and service levels. Tampa International Airport team members take great pride in delivering top-notch experiences that are helpful, welcoming, and friendly. Our minimum standard is excellence in all we do.

- **Community** - As the gateway to the west coast of Florida, we serve communities and businesses throughout the region. Our initiatives bring regional interests and organizations together to build a stronger Tampa Bay. As a good neighbor and community partner, we are committed to providing opportunities and making responsible choices that benefit our region.
- **Growth** - We are committed to building a sound financial position that cements our ability to be best in class for years to come. Our economic strength comes from a sensible and dynamic approach to growth. We will ensure that as the Tampa Bay region grows, its airport is scaled to meet rapidly changing needs.
- **Innovation** - We are imaginative and forward-thinking. Dedicated to evolving form and function through technological advancement, improved processes, and operational efficiency, remaining true to our guests' desire for simplicity, organization, and convenience.

TPA MISSION STATEMENT

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Assistant Division Manager, Building and Grounds

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	2/28/2024 3:44:12 PM
Job Description Name:	Assistant Division Manager, Building and Grounds
Position Title:	Assistant Division Manager, Building and Grounds
Effective Date	10/2/2023
Pay Grade:	G6
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Senior Manager, Building and Grounds
Job Category:	Manager
Has Direct Reports?	No
CBA:	N/A
FLSA Status:	Exempt
Job Code:	MNT018
Department:	Maintenance

POSITION SUMMARY

This position will manage department functions in support of the Senior Manager of Maintenance – Buildings, Equipment and Grounds, including technical participation on complex, large scale, capital projects; management of small to medium sized capital or maintenance refurbishment projects; assistance managing budgets; and assistance with the management of personnel in the trades groups that comprise the Buildings and Grounds Division.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">Performs project management by managing, coordinating, and implementing small and medium-sized projects. Participates in the development of the scope of work.	0%
<ul style="list-style-type: none">Provides highly technical support on large-scale capital projects throughout all phases, including design planning and review, construction inspection and management, and project close-out.	0%
<ul style="list-style-type: none">Prepares contract drafts, requests for proposals, and other related documents for review. Creates project schedules and controls resources to ensure timely completion of projects.	0%
<ul style="list-style-type: none">Interprets, explains, and ensures compliance with Authority Construction Program requirements, regulations, and procedures.	0%
<ul style="list-style-type: none">Prepares and/or monitors project and O&M budgets, monitors the status of allocated funds, and controls expenses.	0%
<ul style="list-style-type: none">Coordinates with other Maintenance Dept. divisions, organizational departments, consultants, and contractors to ensure efficient flow of communications and services.	0%
<ul style="list-style-type: none">Reviews and acts on project management, administrative, and operational problems.	0%
<ul style="list-style-type: none">Assists with the management and activity planning of multiple trades divisions in achieving established organizational goals and objectives; coordinating functions; assigning, monitoring, and reviewing work.	0%
<ul style="list-style-type: none">Develop spreadsheets or reports to support sustainability initiatives.	0%

Required for All HCAA Positions

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
Bachelor's Degree		Required

Work Experience

Experience	Experience Details	Required/ Preferred
Four (4) years	of construction management experience.	Required

Assistant General Counsel

POSITION OVERVIEW

This position assists in legal matters for the Authority and is responsible for the performance of a wide variety of legal duties including researching legal issues, preparing memorandums of law, providing advice to staff and reviewing leases, contracts and agreements for the Authority such as airline agreements, concession/commercial development agreements, land acquisition and ground leases, construction and consultant agreements and the lease of airport facilities at the Authority's four airports. This position will review the legal sufficiency of contracts and agreements in accordance with federal, State, local and Authority operating directives, rules and regulations. Experience with and knowledge of Florida Public Records Act and Florida Sunshine Law a plus. The incumbent will assist in ensuring that contracts, leases and agreements clearly define the interests of the parties involved; are consistent; accurately identify the parties' obligations; outline performance standards and DBE goals and expectancies; and represent the current regulatory environment.

POSITION ROLES & RESPONSIBILITIES

Review contracts, grant agreements, concession agreements, vendor agreements, user agreements, leases, easements, permits and similar documents.

Draft and preparation of contracts or other legal documents.

Provide research services for various legal issues.

Research and prepare memorandums of law for various legal issues.

Administrative dispute resolution.

Overseeing outside counsel litigation.

Attend depositions, court hearings and other matters on behalf of the Authority.

Other duties and assignments as may be required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Master's Degree Juris Doctor degree from an accredited school of law
- Three (3) years Experience in local governmental law (preferred), insurance, construction, finance, or real property.

LICENSES AND CERTIFICATIONS

- Bar Admission Required
-

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POSITION OVERVIEW

This position will be engaged in professional work which is standard in nature in the ITS (Information Technology Services) Department including tier 1 technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. Employees in this class are expected to support the resolution of routine work problems and tasks under limited supervision in one or more of the following areas: service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Service Desk Manager.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Demonstrates intermediate knowledge in at least one of the departmental section disciplines: network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skills are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Advanced skills in managing personal daily activities and tasks for self.
- Advanced skills in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Advanced skills in the application of theory in desktop
- Advanced skills in applying new technologies, soft skills and procedures.
- Ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.

Department:	Information Technology
Pos. No:	00000
Pay Grade:	E2 () – Exempt
Last update:	2/6/2018 Compensation

- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others
- Advanced ability to understand and trouble shoot the currently supported Windows operating systems
- Advanced skills in trouble shooting Microsoft Office products
- Advanced skills in desktop software installation
- Advanced Skills in problem documentation
- Ability to enhance and utilize problem knowledge base

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Four years of applicable information technology experience in user support of desktops, applications, mobile devices, printers, peripherals and cabling.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ and Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPETENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists team members in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, intermediate problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force on an object so that the object is away.

Department:

Pos. No:

Pay Grade:

Last update:

Information Technology

00000

E2 () – Exempt

2/6/2018 Compensation

Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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Department:
Pos. No:
Pay Grade:
Last update:

Information Technology
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E2 () – Exempt
2/6/2018 Compensation

JOB POSTING**Audit Manager**

POSITION OVERVIEW

Performs a wide range of professional assurance and consulting engagements with minimal supervision. Responsible for management of engagements from start to finish including the development of objectives, scope, and engagement work programs. Independently performs complex test work while assigning, reviewing, and supervising work of less experienced auditors. Performs all work in accordance with professional auditing standards. Collaborates with the Internal Audit Team, employees from other business units, and commercial entities with whom contractual relationships exist to identify areas of risk, make valuable recommendations, and influence positive change. Develops strong rapport with internal stakeholders and communicates frequently with clients. Prepares final reports and presents engagement results to management. Reports to the Director of Internal Audit. Minimal travel required. The Authority does have a flexible work policy that allows for a hybrid work schedule (some in-person and some remote work). All essential job functions can be performed in the office or remotely.

POSITION ROLES & RESPONSIBILITIES

Plans, coordinates, and performs assurance and consulting engagements from beginning to end in accordance with the annual audit plan. This includes planning procedures to develop objectives, scope, and methodology; preparation of well-organized and complete workpapers that document procedures performed, results, and conclusions; assigning and reviewing the work of other auditors assigned to the engagement; preparation of memos and reports; and communication of engagement results with management.

Responsible for highly complex areas of an engagement while providing support to audit staff in their performance of less complex areas.

Directly supervises, trains, schedules, assigns work, and prepares performance reviews of intern and staff level auditors.

Identifies and communicate issues and offers recommended solutions relevant to business and risk. Evaluates issues identified for inclusion in report by distinguishing between critical and noncritical matters when assessing the significance of deficiencies and making recommendations for improvement.

Regularly communicates engagement progress, technical problems, and potential issues identified to supervisor and stakeholders.

Attends meetings and communicates effectively with various Authority Department representatives and representatives from external organizations, as needed. Represents the department in outside meetings and conferences, as needed.

Performs special projects and participates in Authority-wide initiatives as assigned.

Participates in decisions relating to changes in auditing policies and procedures within the Department.

Attends and participates in continuing professional education opportunities throughout the year.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree from an accredited four-year college or university with a major in Accounting, Finance, Economics, Statistics, Information Systems, Engineering, Business Administration, Public Administration, or related field AND
- of supervisory or project management experience as a professional Auditor.
- OR an equivalent combination of related experience, training, and education necessary to perform successfully in the role.

LICENSES AND CERTIFICATIONS

- Certified Public Accountant (CPA) OR Upon Hire Required
- Certified Internal Auditor (CIA) OR Upon Hire Required
- Certified Information Systems Auditor (CISA) OR Upon Hire Required
- Note: If not currently a Certified Internal Auditor, the Internal Audit Manager will be expected to become certified by the end of the second year of employment. Required

KNOWLEDGE, SKILLS & ABILITIES

- Advanced proficiency with Microsoft Office (Excel, Word, Outlook, PowerPoint, etc.)
- Thorough knowledge of Government Auditing Standards (Yellow Book) and/or IIA Standards (Red Book).
- Thorough knowledge of proper workpaper techniques such as referencing, indexing, etc. Ability to ensure results and conclusions are well-documented in accordance with professional standards and the Department's procedures.
- Ability to understand and interpret provisions of various contracts between the Authority and external companies and contractors.
- Ability to prepare and review complex engagement reports and analyses for completeness of preparation and conformance with engagement objectives, professional auditing standards, and department procedures. Must be able to provide constructive feedback to audit staff as part of the review process.
- Ability to analyze and interpret complex data, devise audit procedures and techniques, and evaluate results.
- Ability to easily adapt to change.
- Ability to work directly with Legal Affairs regarding interpretations of laws, rules, regulations, contracts, etc.
- Thorough knowledge of supervisory principles and practices.
- Ability to participate effectively in the formulation of departmental policies and procedures and to stay informed on revisions to applicable Authority, Department, and professional policies, procedures, and standards to ensure conformance.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Ability to work effectively with personnel in the Department, in other Authority Departments, and from outside the Organization.
- Ability to work in both individual contributor and team roles.
- Strong organization and follow-up skills, including handling competing priorities to meet deadlines and commitments.
- Ability to lead follow-up of responses for assigned projects, evaluate the adequacy of the corrective action, and plan for follow-up testing.
- Ability to maintain professional certifications and desire to obtain new certifications as part of continued professional development.
- Ability to perform work with objectivity and integrity and ability to maintain confidential information. Must adhere to Department independence and ethics standards.
- General knowledge of federal, state, and local laws, ordinances, rules, regulations, and guidelines pertaining to fiscal management of government agencies, including those funded by federal grants.
- General knowledge of the principles of governmental accounting, business, and public administration.

- Ability to determine the adequacy and effectiveness of management controls over operational activities.
 - Ability to exercise judgment and discretion in evaluating audit findings for critical and non-critical matters.
 - Experience with general information systems auditing (general computer controls, finance-related software applications).
 - Experience with electronic audit work paper software is preferred.
 - Experience with data analysis software is a plus.
 - Experience in construction auditing is a plus.
-

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JOB POSTING

Automated Systems Technician

POSITION OVERVIEW

The ideal candidate for this position will have experience in the operation and maintenance of specialized automated equipment such as conveyors, heavy industrial equipment and other electro-mechanical systems that are specific to an airports operation. This is a skilled position responsible for the maintenance and repair of the Tampa International Airport's passenger boarding bridges, baggage handling system, and 400 Hz ground power units. Incumbents in this position will be required to work nights, weekends, and/or holidays.

POSITION ROLES & RESPONSIBILITIES

Perform preventive and predictive maintenance on automated equipment such as: baggage conveyors and associated equipment, Passenger Boarding Bridges, 400 Hz Ground Power Units, Roll-up doors for security and fire protection and lighting.

Perform advanced replacement, set-up, and troubleshooting of equipment components including but not limited to, hydraulic components, electric motors and controls, VFD's, relays, PLC input/output cards (No programming required), electronic components capacitors, IGBT's, Circuit Boards, photocells, proximity switches, auto leveling devices, and other related equipment. Efficiently troubleshoot 24, 110, 277, 480 volt circuits from source to load.

Modify equipment to improve efficiency in operations (ARC, MIG, Plasma cutting, Oxy/acetylene fabrication).

Maintains maintenance records in computer based MMS such as inspections, repairs, materials used and tracking backlogged work.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of experience installing or maintaining automated equipment such as but not limited to, conveyors, industrial equipment, and other electro-mechanical systems or possession of certificate(s) supporting industrial maintenance trades such as industrial automation controls, basic or advanced electrical, motor controls, hydraulics, mechanical maintenance, welding, and other general maintenance on automated systems.

KNOWLEDGE, SKILLS & ABILITIES

- Basic computer skills are required as well as possession of a valid Driver's License.
- Must be able to pass an extensive CBP (Customs Border Protection) background investigation and work non-standard hours including working nights, weekends, and/or holidays.
- Knowledge of the required tools, parts, materials, and methods used for repairing and servicing electrical, electronic, mechanical, and hydraulic equipment and associated components.

- Knowledge of the occupational hazards and safety precautions of the trade (ARC Flash, Lock out Tag out)
 - Knowledge of the parts requirements and compatibility between various pieces of equipment.
 - Skilled in electrical/electronic/mechanical/hydraulic troubleshooting. (24, 110, 277, 480-volt circuits)
 - Skilled in the use and care of various hand, and machine tools, welders, rigging, harnesses, etc.
 - Skilled in the use of electrical test meters, meggers, thermal guns, and gauges.
 - Ability to troubleshoot, detect, and correct equipment failures at the root cause.
 - Ability to proficiently utilize electrical, electronic, hydraulic, and mechanical schematics and technical publications to make repairs.
 - Experience operating heavy equipment such as Forklifts, Articulating booms, Scissor lifts, Spider lifts, etc.... (Preferred).
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The Aviation Authority-Tampa International Airport provides equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership, or non-membership in an employee organization, or based on personal favoritism or other non-merit factors.

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POSITION OVERVIEW

Nature of Position: Tampa International Airport is seeking an experienced Computer Aided Design (CAD) and Building Information Modeling (BIM) Manager to develop, implement and maintain the Authority's Landside and Airside CAD and BIM capabilities. The CAD/BIM Manager will be responsible for creating and executing a vision for BIM at Tampa International Airport (TPA) and the General Aviation airports, which reflects the forefront of industry trends to better leverage the BIM environment. The CAD/BIM Manager will maintain and update the current CAD standards, develop and maintain BIM standards, define BIM business needs, improve business processes and asset management, and maintain accurate and up-to-date building documentation. The CAD/BIM Manager is expected to engage with both internal and external entities.

Ideal candidates will have a minimum of five (5) years' experience managing CAD/BIM workflows and coordinating complex, multi-disciplined BIM models and/or civil site plans utilizing industry recognized best practices. Ideal candidates are creative, collaborative, self-motivated, positive and nimble with excellent verbal and written communication skills. A high level of aptitude of Autodesk Revit is required.

In addition to the overall management of BIM resources, the CAD/BIM Manager will maintain and create exhibits for the Authority's internal departments, collaborate with the Authority's GIS team in asset collection and management, and maintain the Authority's project drawing archives including master building, site and utility drawings.

POSITION RESPONSIBILITIES

- Develop, implement and maintain BIM/CAD standards, documentation and workflow processes
- Maintain existing base files and background files (BIM/CAD) of Authority facilities and coordinate the acquisition and inclusion of new spatial data, utilities, drainage and/or properties or buildings
- Expand and administer existing quality control/assurance programs for the adherence of BIM and CAD submissions from design and construction professionals to Authority standards
- Communicate BIM initiatives and promote the BIM program
- Proactively engage departmental leaders and project directors regarding the implementation of BIM within the Authority's Capital Improvement Program (CIP)
- Assist internal project work to include modeling, detailing and documentation (as needed)
- Manage and distribute digital documents to internal and external customers
- Maintain paper and electronic drawing archives including conversions of paper and digital formats to PDF
- Coordinate facility space identification systems including Propworks and address identification databases
- Develop and maintain a wide range of drawing exhibits such as Project Management Plan (PMP) exhibits, lease exhibits, property maps, site plans, special use plans, security plans, facility floor plans, incident reports and signs
- Collaborate with the Authority's Geographic Information System (GIS) database to include asset collection and management
- Assist with the preparation of PowerPoint presentations
- Maintain the Authority's large-format plotters and scanner
- Stay informed on industry recognized best practices and trends for Revit and BIM
- Other related duties as assigned

MINIMUM QUALIFICATIONS

- Five (5) year's experience managing or administering complex, multi-disciplinary BIM projects

Department:
Pos. No:
Pay Grade:
Last update:

Planning & Development
15743.BIM/CAD Manager
E3 Exempt
Compensation

- Experience managing and developing BIM standards and practices
- Advanced knowledge and fluency in Revit and AutoCAD
- Knowledge of A360, Navisworks and/or Dynamo
- Fluent knowledge of multi-disciplinary model coordination, worksharing, shared coordinates, model templates, family creation, and project parameters
- Articulate communication and presentation skills with the ability to convey BIM concepts to all levels of Authority leadership, project managers, designers and contractors
- Experience in MS Office, specifically PowerPoint and Excel

PREFERRED QUALIFICATIONS

- Experience working at an airport or in Aviation design or construction
- Working knowledge of AutoCAD Civil 3D
- Experience integrating ArcGIS with Revit/AutoCAD
- Working knowledge of Photoshop, Illustrator and/or InDesign
- Experience utilizing COBie data as a means of collecting asset information in BIM

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Department:
Pos. No:
Pay Grade:
Last update:

Planning & Development
15743.BIM/CAD Manager
E3 Exempt
Compensation



Board Services Administrator

POSITION OVERVIEW

Reporting to the Chief Executive Officer, this position performs highly independent and administrative supportive duties for Board Members of the Hillsborough County Aviation Authority. Duties would include having direct knowledge of confidential interactions of Board Members with internal and external projects. In addition to members of the Authority's Board, this position routinely interacts with the Chief Executive Officer and senior staff, representatives from the private sector, and state and local governmental officials. This position is challenged with projecting a positive image on behalf of the Authority in all such interactions.

POSITION ROLES & RESPONSIBILITIES

Prepares and coordinates all functions related to the monthly meeting of the Authority's Board, to include the agenda, minutes, resolutions, PowerPoint presentations, etc.

Maintains a calendar of events for Board Members; schedules and provides notice to ensure they are aware of meetings, events and other obligations related to their duties as members of the Board.

Coordinates and prepares correspondence for the members of the Board and drafts appropriate responses to public inquiries.

Provides PowerPoint presentations or other informational materials for presentations to or by members of the Board.

Makes travel arrangements and coordinates submission of travel expenses for payment or reimbursement.

Performs other related complex and confidential duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Public or Business Administration, or another related field
- Four (4) years of extensive experience in an administrative support position. Demonstrated typing and computer related skills and the ability to communicate effectively orally and in writing. Experience in high energy firm managing multiple and complex tasks.
- Demonstrated and related work experience may be substituted on a year-for-year basis for the educational requirements.

PREFERRED QUALIFICATIONS

- Bachelor's Degree Public or Business Administration, or another related field

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of governance principles, including legal and ethical responsibilities.
- Knowledge of the organization's bylaws, charter, and mission.
- Ability to contribute to the development and execution of the organization's strategic plan.

- Understanding of the organization's long-term goals and objectives.
 - Strong leadership skills to facilitate effective board meetings and decision-making.
 - Excellent communication and interpersonal skills for collaborating with fellow board members, staff, and stakeholders.
 - Familiarity with relevant laws and regulations, such as nonprofit governance laws or industry-specific regulations.
 - Ability to ensure the organization complies with legal and ethical standards.
 - The capacity to think critically and strategically, considering the long-term impact of decisions.
 - Ability to assess risks and opportunities.
 - Proficiency in identifying and addressing issues and challenges that arise within the organization.
 - Knowledge of the specific industry or sector in which the organization operates can be invaluable for making informed decisions.
 - Competency in using technology for board communications, document management, and data analysis.
 - The ability to manage time effectively to balance board responsibilities with personal and professional commitments.
 - A willingness to collaborate and work as part of a team, valuing diverse perspectives and contributions.
 - Flexibility to adapt to changing circumstances and the evolving needs of the organization.
-

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Budget Manager

POSITION OVERVIEW

Reporting to the Director of Financial Planning & Reporting, the Budget Manager is responsible for planning, organizing, and directing many aspects of the Authority's budgeting and financial planning activities. Support annual operating budget process (Passengers, Expense, Revenue, & Workforce), from providing the budget guidelines and calendar to the executive team to producing the annual budget book and supporting analysis for the Authority's Board & stakeholders. Oversees budget amendments and recommends and implements reallocation of funds throughout the fiscal year to meet the needs of all levels of upper management. Responsible for reviewing, updating, modifying, and implementing budget/forecast-related policies and procedures. The Budget Manager provides expertise, leadership, and guidance to the Authority's staff, managing, developing, implementing, interpreting, enforcing, and explaining the forecasting & budgeting process, policies, and procedures. This position will also be responsible for the support of the Authority's Hyperion Planning and Budget system. Reviews and analyzes budget requests and financial planning issues to develop recommendations for all levels of the Authority's staff. This position exercises considerable independent judgment in interpreting technical aspects of the budgeting and forecasting processes.

POSITION ROLES & RESPONSIBILITIES

Coordinates the completion of the \$400+ million revenue and \$198+ million annual and monthly operating budgets and amendments to same. Researches, analyzes, and prepares data on operating revenues and expenses.

This position manages technical aspects of the Hyperion Planning & Budgeting system to include:

The maintenance of a chart of accounts hierarchy in our Enterprise Data Management Cloud System (EDMCS) to ensure that all planning reports are in sync with the organization's operations.

Review daily data load logs to ensure proper flow of data from the general ledger to Hyperion

Oversee substitution variables to support monthly roll of periods, annual roll of period, & various department and organizational reporting structure changes

Supporting the ongoing creation and development of the numerous Hyperion reports

Leads all other Hyperion system technical duties

Supervises monthly labor rate calculation and cost allocation processes and other work prepared by the Senior Accountant - Financial Planning

Works with Human Resources to maintain Personnel details by position for monthly forecast and budget.

Develop and implement the calendar for the annual budget process. Includes operating expenses, revenue budgets, the capital program, equipment requests, personnel requests, interest projections, rate calculations, and budget submissions to the airlines and the Authority's Board.

Responsible for developing and maintaining all monthly forecasting and budgeting reports.

Manages the equipment budget, providing recommendations and guidance to staff and management regarding reallocating budget funds to meet equipment needs throughout the fiscal year.

Prepares budget and forecast-related documents for presentation to the airlines and the Authority's Board.

Provide guidance to staff in analyzing budget variances and monitoring departmental expenses' accuracy.

Maintains all required calculations and inputs for the revenue budget & projection modeling through the Hyperion system.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Finance, Accounting, or another related field.
- Five (5) years of increasingly responsible budgeting, accounting and/or financial experience.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certified Public Accountant (CPA) CPA Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Experience using Hyperion budgeting & forecasting systems in either on premise or cloud environments
- Have working knowledge of generally accepted accounting principles and expertise using the Microsoft suite of software products
- Strong financial acumen and ability to present issues clearly and concisely
- Familiarity with the principles and methods of payroll accounting practices and payroll taxes.
- Strong interpersonal (verbal and written) communication skills.
- Proven ability to handle confidential information and work with minimal supervision.
- Ability to solve complex practical problems
- Ability to maintain cooperative working relationships with other departments and organizations.
- Strong financial acumen and ability to present issues clearly and concisely
- Advanced Excel and data manipulation skills
- Proficiency in Oracle or other comparable ERP system
- Should have working knowledge of generally accepted accounting principles and expertise using the Microsoft suite of software products.
- Should have working knowledge and experience managing and working within large-scale financial ERP systems.
- Proficient in Microsoft Office suite.

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Building Maintenance Manager

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	2/27/2024 10:28:27 AM
Job Description Name:	Building Maintenance Manager
Position Title:	Building Maintenance Manager
Effective Date	10/28/2022
Pay Grade:	G5
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Senior Manager, Building and Grounds
Job Category:	Manager
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	MNT007
Department:	Maintenance

POSITION SUMMARY

The ideal candidate for this position has extensive supervisory experience in building maintenance and repair of a large public facility (airport, hotel, theme park, sports stadium, office building, hospitals and universities). Supervisory and administrative duties include estimating materials and determining equipment needs to perform tasks; coordinating employee training; supervising personnel to address employee issues to include coaching and employee support; performance evaluations; time clock management; and construction project coordination. Candidates should possess the ability to use computer software for a variety of tasks, have excellent verbal and written communication skills, and the ability to make decisions and prioritize work for varying work locations.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">Supervises the activities of employees and monitors contractors engaged in building maintenance and repair of large commercial facilities; installation, inspection, maintenance, and repair of plumbing systems, flooring, carpentry, specialized equipment, outside structures, or roofing systems.	0%
<ul style="list-style-type: none">Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.	0%
<ul style="list-style-type: none">Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.	0%
<ul style="list-style-type: none">Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.	0%
<ul style="list-style-type: none">Prepares technical specifications for equipment acquisition and repair projects.	0%
<ul style="list-style-type: none">Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.	0%

• Creates and manages budgets and administers employees performance evaluations	0%
• Performs other related duties as required.	0%

Required for All HCAA Positions

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
	Graduation from high school or possession of a GED Certificate	Required

Work Experience

Experience	Experience Details	Required/ Preferred
	Of experience as the supervisor of either a construction work crew or in the area of facility maintenance and repair.	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
Considerable knowledge of the principles, practices, methods, tools, materials, and equipment used in the maintenance and repair of buildings and other physical structures and plumbing systems.	
Considerable knowledge of codes, rules, regulations, and requirements pertaining to the area(s) of responsibility.	
Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.	
Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.	
Ability to establish and maintain effective working relationships with subordinates, peers, and others.	
Skill in the application of supervisory techniques.	

JOB POSTING

Building Maintenance Supervisor

POSITION OVERVIEW

The ideal candidate for this position has supervisory experience in building maintenance and repair of a large public facility (airport, hotel, theme park, sport stadium, office building, etc.). Administrative duties include estimating materials and determining equipment needs to perform tasks; coordinating employee training; supervising personnel to address employee issues to include coaching and employee support; performance evaluations; time clock management; and project coordination. Candidates must have the ability to use computer software for a variety of tasks, have excellent verbal and written communication skills, and strong ability to make decisions and prioritize work for varying work locations.

POSITION ROLES & RESPONSIBILITIES

Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.

Develops, analyzes, and updates maintenance policies and procedures to ensure an efficient, effective, and safe work environment.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determines equipment, and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.

Determines, schedules, and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Requisition equipment, tools, and materials in a timely manner to ensure maintenance and construction schedules are met.

Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.

Answers questions and provides information related to work assignments including resolving problems, handling complaints, and providing technical expertise in area of assignment.

Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.

- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from high school or possession of a GED Certificate
- An equivalent combination of education, training and experience
- Of work experience in construction, maintenance, or the skilled trades
- Of which must have been in a supervisory capacity.

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules, regulations, and operational requirements of the organization.
 - Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Working knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of the organization's procurement system.
 - Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to collect, organize and evaluate data and develop logical conclusions.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to plan, organize and oversee the work of others.
-

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Business Analyst-Parking

POSITION OVERVIEW

Under general direction of the VP of Concessions and the Director of Commercial Parking, the incumbent will perform regular analyses of parking and other related data sources to help inform decision making, optimize revenue and increase customer service. Duties involve working with numerous data sources and interpreting these data sources in order to provide insight into the parking business and related areas. Working across departments and with other stakeholders, the ideal candidate will be working with numerous systems and will have the skill set to manipulate the different data sets and provide accurate, timely and concise reports.

POSITION ROLES & RESPONSIBILITIES

- Provide and present analysis and reports on parking financial performance, product performance and future plans to senior management.
- Undertake regular variance and trend analyses
- Mine data to recommend changes to parking pricing or offers
- Study the change in behavior of passengers due to the implementation of new products, features, pricing, marketing etc.
- Assist in customer research programs and the process of decision making based on the findings
- Interpret various sources of data and convert findings into reports, ideas and recommendations
- Work with other departments to ensure compliance with parking revenue control and audit processes.
- Provide reliable and accurate analysis to inform decision making
- Produce new and perceptive reports from the Business Intelligence System

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from an accredited four year degree granting college or university
- of experience in the areas of analysis of data, presentation of findings and provision of recommendations
- Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

KNOWLEDGE, SKILLS & ABILITIES

- Must be able to work independently under tight deadlines/quick turnarounds with minimal supervision and direction
- Must have extensive experience in data mining and being able to "tell a story" with numbers
- Must be considered a subject matter expert (SME) in Excel performing complex functions
- Preferred candidate would have experience in doing an in-depth financial analysis
- Considerable knowledge of analysis and research techniques, methods and procedures.
- Considerable knowledge of key performance indicators and metrics.
- Considerable knowledge of analytical & financial principles, practices and procedures.
- Considerable knowledge of English spelling, grammar and punctuation.
- Skill in conducting independent studies and analyses

- Ability to work independently and analyze, interpret and accurately summarize complex processes and detailed information.
 - Ability to produce strategic plans that are in line with Authority objectives
 - Ability to create, manage, forecast, and analyze budgets.
 - Ability to use considerable initiative and exercise sound judgment in making conclusive recommendations based on business needs.
 - Ability to communicate effectively both orally and in writing and facilitate the open exchange of ideas and information.
 - Ability to interpret large amounts data and report findings succinctly
 - Ability to use considerable initiative, think independently, and exercise sound judgment.
 - Skill in presenting reports defining project progress, problems and solutions.
 - Ability to work effectively with others.
 - Ability to set priorities, meet deadlines and multi-task.
 - Ability to use a computer and related software.
-

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Business Diversity Compliance Specialist

POSITION OVERVIEW

The Business Diversity Compliance Specialist will be responsible for implementing aspects of the Authority's Disadvantaged Business Enterprise (DBE), Woman Minority Business Enterprise (WMBE), and Title VI programs and ensuring that the Authority complies with provisions of U.S. Department of Transportation 49 C.F.R. Part 26 and other laws. Reporting to the Senior Manager of Business Diversity, the incumbent analyzes procurement documents and information to identify business opportunities for DBEs and WMBEs; determines goals for contracts, and monitors DBE/WMBE payment activity reports for goal compliance. The position also provides technical assistance to the Procurement department and other internal staff on DBE and WMBE requirements. The position will also be responsible for administering the Authority's Title VI and Limited English Proficiency Programs.

POSITION ROLES & RESPONSIBILITIES

Participates in the contract solicitation processes, including recommending specific contract goals where appropriate, reviews contract specifications, attends pre-proposal and pre-bid conferences and evaluates proposals and bids for proposer/bidder responsiveness, responsibility, and good faith efforts.

Monitors and tracks specific contract performance and actual DBE and WMBE participation and contract payments.

Maintains appropriate records including DBE/WMBE compliance activity reports and project payment reports

Analyzes compliance data and generates reports of DBE/WMBE compliance achievement.

Implements, monitors, and ensures the Authority's compliance with Title VI Programs and Limited English Proficiency policies and regulations.

Participates in various community outreach events as needed.

Performs a variety of administrative and reporting duties.

Enters data from various source documents into database management systems for storage, processing, data management, and reporting purposes; performs other related duties as required.

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Three (3) years of experience working with disadvantaged/minority/women business enterprise, equal opportunity/affirmative action or minority economic development programs; project management and/or construction compliance monitoring

- An equivalent combination of education, training and experience

PREFERRED QUALIFICATIONS

- Bachelor's Degree In Business Administration, Public Administration, Business Management or other closely related field from an accredited four-year college or university

KNOWLEDGE, SKILLS & ABILITIES

- Skilled in Microsoft Excel and Word.
 - Knowledge of methods and techniques of data collection and entry.
 - Excellent organizational skills
 - Ability to interpret large amounts of data and report findings succinctly.
 - Ability to communicate effectively both orally and in writing and facilitate the open exchange of ideas and information.
 - Ability to use considerable initiative, think independently, and exercise sound judgment.
 - Ability to establish and maintain effective working relationships.
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Business Diversity Specialist

POSITION OVERVIEW

Manages small projects or sub-projects. These projects are characterized as having a project value of less than \$5 million and generally impacts a single business unit, department or agency. The projects managed have minimal project visibility, impact and risk at the Agency or County level.

POSITION ROLES & RESPONSIBILITIES

Performs project management work by managing, coordinating and implementing small projects or parts of larger complex projects.

Directs and coordinates activities concerned with the implementation of a project.

Prepares or assists in the preparation of contract drafts, requests for proposal, and other related documents for review

Manage project execution to ensure adherence to plan, schedule and scope.

Identifies, tracks, monitors and communicates project-related tasks, issues, scope changes, variances and contingencies that may arise during the project implementation.

Monitors project budget, monitors status of allocated funds and controls expenses.

Prepares and maintains project documentation.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Business Administration, Business Management, Public Administration or related field
- Three (3) years Of program/project management experience directly related to the position duties.
- An equivalent combination of education, training and experience that would reasonably be expected in this position.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the principles and practices of project management.
- Knowledge of the processes, activities, requirements and objectives of the functional area to which assigned.
- Ability to communicate effectively both orally and in writing.
- Ability to manage multiple tasks and solve problems involving several variables or unique situations.
- Ability to manage the details of projects, track activities and meet deadlines.
- Ability to collect, organize and analyze data and make logical decisions.

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Business Office Manager (Concessions and Commercial Parking)

J o b D e s c r i p t i o n

Business Office Manager (Concessions and Commercial Parking)

POSITION OVERVIEW

Reporting to the Vice President of Concessions and Commercial Parking, this position will manage a wide variety of business office functions supporting the Vice President and her Senior Leadership team at the Tampa International Airport. The Business Office Manager will be responsible for data collection and coordination of the department's budget and considered the liaison for Concessions and Commercial Parking. The incumbent will manage the execution of purchase orders, requisitions, expense reporting and invoice processing. The ideal candidate will have at least two years of office management and executive administrative experience, exceptional organizational and project management skills, attention to detail as well as critical thinking and problem solving ability. May be tasked with ongoing project coordination of department and/or Authority-wide initiatives. Interpersonal skills at all levels of management, and comfort interacting with senior management is a must.

POSITION ROLES & RESPONSIBILITIES

Independently performs a wide variety of office management and project focused duties supporting a Vice President of Concessions and Commercial Parking, Department Directors and Senior Managers

Manages general administrative duties and processes for the Concessions and Commercial Parking Department

Provides liaison and coordination with other departments, suppliers and Concessions and Commercial Parking partners

Oversees the processing of Board agenda documentation including the tracking and timely submittal of all required documents

Independently determines priority status for the Vice President's calendar giving special attention to requests that reference important matters received or observed, such as incoming communications (email, correspondence, statements, face-to-face meetings requests, phone calls and internal staff actions).

Initiates purchase orders and/or requisitions, processes incoming invoices for department and/or project specific work.

Interprets, recommends and implements improvements to Concessions and Commercial Parking s administrative policies and procedures as well as internal workflow procedures.

Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction and typographical errors.

Manage Collections process for Department supporting Contract Managers including yet not limited to utilizing HCAA software programs, running reports, documenting communication events related to collections and ensuring appropriate follow up is being pursued.

Manages the coordination of special events and conference meetings; prepares presentation materials and provides summary and/or action reports for the VP of Concessions and Commercial Parking.

Participates in Authority meetings related to Concessions and Commercial Parking activities including

collections, IT solutions, sustainability and business initiatives.

Secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving personnel, payroll, medical, performance or disciplinary.

Be the subject matter resource for the department in software which supports the department such as Hyperion, Propworks, Oracle and other HCAA programs. Assist in ensuring these programs are being utilized effectively for the betterment of the Department.

Manages and closely monitors department budget and works with Business Analyst to prepare monthly updates for Senior leadership; coordinates monthly reviews and budget meetings and acts as the department's liaison to the Finance and Procurement departments

Manage the O&M and revenue budgeting process collaborating with Directors and their teams. Research and create budgets for expenses applicable to overall department (office supplies, etc.) and specific to Vice President. Oversee, prepare and coordinate budget materials for Vice President review and presentation to EVP, Finance, Execs and CEO.

Responsibility for monthly department O&M reporting including the processing of expenses, investigating inconsistencies, ensure accuracy and follow through that any inaccuracies are resolved including the coordination with finance to ensure consistency and accuracy Authority reports and/or programs.

Work with Managers of Concessions to create and analyze Concessions sales performance reports and investigate variance. Ensure that revenue recognition is in line with reported sales activities.

Create ad hoc financial reports, presentations and analysis for Vice President noting anomalies, insights, or trends.

Lead documentation of best practices, policies and administrative procedures for Department.

Tracks, monitors and manages office supply inventory and approves general supply orders.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Business Management, Business Administration
- Supervisory and/or administrative office management experience to include contract monitoring and vendor relationship management or an equivalent combination of related experience, training and education necessary to perform successfully in the role
- Must have experience with managing financial information associated with revenue and concessions data.

KNOWLEDGE, SKILLS & ABILITIES

- Experience with Oracle expense reporting is a plus.
- Advanced knowledge of Microsoft Word, PowerPoint, Excel, and Visio required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms, and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
 - Knowledge of the access, storage, destruction, and release of restricted, sensitive, and confidential information, and applicable guidelines.
 - Knowledge of budget management.
 - Ability to communicate effectively orally and/or in writing.
 - Skill in project management and organization.
 - Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches.
 - Ability to initiate projects and presentations based on department needs.
 - Ability to use discretion and independent judgment in evaluating information.
 - Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
 - Ability to effectively lead or supervise lower-level administrative staff and interns.
-

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Business Office Manager (General Aviation)

J o b D e s c r i p t i o n

Business Office Manager (General Aviation)

POSITION OVERVIEW

The Business Office Manager for General Aviation (GA) serves as an operational and administrative support role within the Hillsborough County Authority's (HCAA) General Aviation Department. Reporting to the Senior Manager of GA Business and Administration, this position provides high-level administrative support to the GA department and ensures alignment with the Authority's culture, business requirements, and objectives.

POSITION ROLES & RESPONSIBILITIES

Office Management and Project Support:

- Independently perform a wide range of office management and project-focused responsibilities to support General Aviation department leadership.
- Act as a liaison between General Aviation and other departments, such as Finance, Procurement, and Real Estate.
- Conduct research, collect and interpret data, and compile statistical and analytical reports.

Calendar Management and Correspondence:

- Prioritize and manage the calendars of General Aviation department leadership, giving special attention to important matters and incoming communications.
- Manage Board-related and legal items for General Aviation.
- Initiate and compose Board agendas, meeting minutes, correspondence, memos, and other documents.

Meeting Participation and Record Keeping:

- Participate in Authority meetings related to General Aviation activities.
- Secure and monitor restricted, sensitive, and confidential records or information.
- Prepare routine correspondence, notifications, forms, meeting minutes, and related documents.

Coordination and Support:

- Work closely with General Aviation Partners to coordinate events, employee recognition events, community service projects, and other programs or events.
- Schedule department team-building or group meetings, facilitate agendas, and manage office supply inventory.
- Review correspondence for consistency, compliance with administrative policies, and formatting, ensuring accuracy and professionalism.

Confidentiality and Other Duties:

- Maintain discretion in matters of confidentiality.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Business Management, Business Administration, Public Administration, or a related field of study.
- of administrative office management experience.
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent oral and written communication skills.
 - Strong research, data collection, and analytical abilities.
 - Demonstrated ability to lead or supervise administrative staff or interns effectively.
 - Proactive approach in initiating projects and presentations based on department needs.
 - Ability to represent departments with professionalism and courtesy when interacting with the public.
 - Skill in exercising discretion and independent judgment in evaluating information.
 - Effective multitasking and ability to thrive in a fast-paced environment.
 - Advanced proficiency in Microsoft Office products (Outlook, Word, Excel, and PowerPoint).
 - Experience with Oracle expense reporting or similar systems.
 - Knowledge of administrative procedures, personnel file management, transcription, and form design.
 - Familiarity with Aviation Business processes.
 - Understanding of access, storage, destruction, and release guidelines for restricted, sensitive, and confidential information, including knowledge of Florida Public Records (a plus).
 - Knowledge of the principles and practices of General Aviation (a plus).
 - Strong project and office management skills.
 - Logical reasoning ability to identify complex problems and implement alternative solutions.
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Business Office Manager (HR & Administration)

Job Description

Business Office Manager (HR & Administration)

POSITION OVERVIEW

The Business Office Manager (HR and Administration) serves in an operational and administrative support role within the Authority's Human Resources and Administration Departments. The Administration section consists of Enterprise Risk Management, Records & Information, and the Office of Innovation. This position will provide overall high-level administrative support for department heads under the direction of the Vice President of Human Resources and Administration. This role requires a hands-on, pro-active professional approach to creating and delivering the day-to-day administrative and office management services for Human Resources and Administration and contributes to ensuring the Authority's culture, business requirements and objectives are aligned.

POSITION ROLES & RESPONSIBILITIES

Independently performs a wide variety of office management and project-focused responsibilities supporting the Human Resources and Administration department leadership.

Acts as liaison between HR and Administration and other departments including, but not limited to, the Finance and Procurement departments for budget, requisition/purchase order, and invoice inquiries for HR and Administration.

Researches, collects, and interprets data, and compiles statistical and analytical reports.

Independently determines priority status for the Vice President's calendar giving special attention to requests that reference important matters received or observed, such as incoming communications (email, correspondence, statements, face-to-face meetings requests, phone calls and internal staff actions).

Initiates annual and ad-hoc purchase orders, requisitions and expense reports; processes incoming invoices for departments and/or project specific work.

Manages Board-related and legal items for Human Resources and Administration.

Initiates and composes Board agendas, meeting minutes, general business correspondence, memos, spreadsheets, etc. in final form for approval or signature of VP and department heads.

Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction and typographical errors.

Participates in Authority meetings related to HR and Administration activities as needed (Health Fairs, Open Enrollment and Town Hall Meetings, etc.).

Secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving personnel, payroll, medical, performance or disciplinary.

Prepares a variety of routine correspondence, notifications, forms, meeting minutes and related documents in order to communicate information to staff and employees.

Proofreads printouts, reports and other documents/forms used by assigned HR Business Partners in order

to identify and eliminate errors.

Works closely with HR Business Partners to assist in the coordination of events, employee recognition events, community service projects and other program(s) and events aimed at maintaining a positive culture with the Authority and Tampa Bay Community.

Schedules department team building or other group meetings and facilitates agendas, meals, event space requests, etc. Tracks, monitors and manages office supply inventory and approves general supply orders.

Completes written and verbal employment verifications as requested.

Maintains discretion in matters of confidentiality.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Business Management, Business Administration, Public Administration, or other related field of study
- At least three (3) to five (5) years of Oracle experience (or other similar system to include creating/processing requisitions, purchase orders and expense reports)
- Supervisory and/or administrative office management experience
- An equivalent combination of related experience, training, and education necessary to perform successfully in the role.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to communicate effectively orally and in writing.
- Ability to conduct research, collect and interpret data and compile statistical/analytical reports.
- Ability to effectively lead or supervise lower-level administrative staff and/or interns.
- Ability to initiate projects and presentations based on department needs.
- Ability to serve the public and represent departments with courtesy and professionalism.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to multi-task effectively
- Advanced level of skill set using Microsoft office products such as Outlook, Word, Excel, and PowerPoint.
- Experience with Oracle expense reporting or other similar systems is required.
- Knowledge of HR office administration, such as managing personnel files and records, transcription, designing HR-specific forms, and other related HR procedures.
- Knowledge of Human Resource processes and transactions is a plus.
- Knowledge of the access, storage, destruction, and release of restricted, sensitive, and confidential information, and applicable guidelines. Florida Public Records knowledge is a plus.
- Knowledge of the principles and practices of Human Resource administration is a plus.
- Skill in project and office management.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches.

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Business Office Manager (Information Technology)

Job Description

Business Office Manager (Information Technology)

POSITION OVERVIEW

Reporting to the Vice President of Information Technology (IT), this position will manage various business office functions supporting the Vice President and his Senior Leadership Team at the Tampa International Airport. The IT Business Office Manager will be responsible for data collection and coordination of the department's budget and will be considered the liaison for IT. The incumbent will manage executing the IT department's purchase orders and requisitions, expense reporting, and invoice processing. The ideal candidate will have at least two years of office management and executive administrative experience, exceptional organizational and project management skills, and critical thinking and problem-solving ability. May be tasked with ongoing project coordination of department and Authority-wide initiatives. Interpersonal skills at all levels of management and comfort interacting with senior management is a must.

POSITION ROLES & RESPONSIBILITIES

Independently performs various office management and project-focused duties supporting a Vice President of IT, IT Director, and Senior Managers.

Manages and closely monitors department budget and forwards monthly updates to IT leadership; coordinates quarterly reviews and budget meetings and acts as the department's liaison to the Finance and Procurement departments.

Independently determines priority status for the Vice President's calendar giving special attention to requests that reference important matters received or observed, such as incoming communications (email, correspondence, statements, face-to-face meetings requests, phone calls, and internal staff actions).

Initiates purchase orders and requisitions, and processes incoming invoices for the department and/or project-specific work.

Interprets, recommends, and implements improvements to IT's administrative policies and procedures and internal workflow procedures.

Initiates and composes agendas, meeting minutes, general business correspondence, memos, spreadsheets, logs, invoices, and reports in final form, for approval or signature of VP and Directors.

Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction, and typographical errors.

Manages coordinating special events and conference meetings; prepares presentation materials and provides a summary and/or action reports for the VP of IT.

Participates in Authority meetings related to IT activities.

Secures and monitors restricted, sensitive, and confidential records or information, including but not limited to records involving personnel, payroll, medical, performance, or disciplinary.

Tracks, monitors, and manages office supply inventory and approves general supply orders.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Business Management, Business Administration
- Of supervisory and/or administrative office management experience to include contract monitoring and vendor relationship management
- An equivalent combination of related experience, training, and education necessary to perform successfully in the role.

KNOWLEDGE, SKILLS & ABILITIES

- Experience with Oracle expense reporting is a plus.
- Advanced knowledge of Microsoft Word, PowerPoint, Excel, and Visio required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms, and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction, and release of restricted, sensitive, and confidential information and applicable guidelines.
- Knowledge of budget management.
- Ability to communicate effectively orally and in writing.
- Skill in project management and organization.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches.
- Ability to initiate projects and presentations based on department needs.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
- Ability to effectively lead or supervise lower-level administrative staff and interns.

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Business Office Manager (Internal Audit)

Job Description

JOB POSTING

Business Office Manager (Internal Audit)

POSITION OVERVIEW

Serves in an operational and administrative support role to the Director of Internal Audit and manages a wide variety of business office functions supporting the Authority's Internal Audit Department. Requires a hands-on and pro-active professional approach to organization, administrative tasks, and problem-solving. Must be tech savvy and able to easily adapt to new software initiatives. Interacts with all levels of management within the Authority, including the CEO and Board Members. May be tasked with ongoing project coordination of Department and/or Authority-wide initiatives. Assists the Board Services Administrator (BSA) and acts as the BSA in the event the BSA is not available. Reports to the Director of Internal Audit. Little to no travel required. The Authority does have a flexible work policy that allows for a hybrid work schedule (some in-person and some remote work). All essential job functions can be performed in the office or remotely.

POSITION ROLES & RESPONSIBILITIES

Performs small audit projects and data collection as assigned.

Composes agendas, minutes, correspondence, and spreadsheets as requested by members of the Department and reviews correspondence for consistency and compliance with administrative policies and procedures; approvals and signatures; as well as formatting, grammatical construction, and brand compliance.

Assists Board Services Administrator with board agenda preparation, communication with various departments, communication with Board members, and distribution of Board meeting materials for monthly Authority Board meetings. Serves as backup to the Board Services Administrator in the event of absence.

Manages and closely monitors Department budget, prepares monthly reconciliations and forecasts, and coordinates monthly review with Director. Processes expenses, investigates inconsistencies, and ensures accuracy of expenses reported. Coordinates with Finance to resolve discrepancies.

Manages, closely monitors, and independently determines priority status for the Director's calendar, giving special attention to requests that reference important matters. Schedules appointments and coordinates meetings as requested for Director and Department team members. Prepares materials, presentations, and conference rooms/equipment as needed for meetings.

Initiates purchase requisitions, orders office supplies, processes invoices for Department, manages continuing Department software contracts, and tracks related expenses. Assists with travel and lodging arrangements and completes expense reports for Department staff.

Manages preparation, coordination, and execution of Audit Committee meetings, including scheduling, correspondence, public notice, and distribution of informational materials.

Oversees the processing of Board agenda documentation, including the tracking and timely submittal of all required documents for Internal Audit-related items.

Creates ad hoc financial and trend analysis reports from various software across the Authority to assist Director in trend analysis. Creates graphs and charts to display audit results in a meaningful and easy to understand format. Prepares monthly Department dashboard.

Interprets, recommends, and implements improvements to policies and procedures within the Department as well as internal workflow procedures.

Secures and monitors restricted, sensitive, and confidential information, including but not limited to, records involving personnel, payroll, medical, performance or disciplinary action. Serves as the Records Custodian for the Department.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in management, business, or related field
- of office management and executive administrative experience.
- OR an equivalent combination of related experience, training, and education necessary to perform successfully in the role.

KNOWLEDGE, SKILLS & ABILITIES

- Advanced proficiency with Microsoft Office (Word, Outlook, PowerPoint, Excel, etc.)
- Strong organization, time management, and follow-up skills including the ability to handle competing priorities to meet deadlines and commitments.
- Thorough knowledge of executive administration, such as managing electronic files and records, producing meeting minutes, designing forms, and other related procedures.
- Thorough knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar, and effective writing skills. Ability to communicate effectively orally and in writing.
- Thorough knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Strong communication and relationship-building skills.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches. Ability to adapt to change quickly.
- Ability to initiate projects and presentations based on Department needs.
- Ability to use discretion and independent judgment in evaluating information. Must adhere to Department independence and ethics standards.
- Ability to obtain a working knowledge of policies, procedures, regulations, and rules of the Internal Audit Department and the Authority.
- Ability to serve the public and represent the Director with courtesy and professionalism.
- General knowledge of budget management and financial reporting.
- General knowledge of the access, storage, destruction, and release of restricted, sensitive, and confidential information, and applicable guidelines including working knowledge of Florida Public Records law.
- Experience with Oracle software is a plus.
- Experience with automated audit-specific software a plus.

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POSITION OVERVIEW

The Office Manager (Maintenance) serves in an administrative support role within the Authority's Maintenance Department. This role requires a hands-on, pro-active professional approach to creating and delivering the day-to-day administrative and office management services for both Maintenance and Planning and Development and contributes to ensuring the Authority's culture, business requirements and objectives are aligned. Performs operational managerial duties for planning, coordinating, and supervising assigned administrative support employees. This position will provide overall administrative support under the direction of the Director of Maintenance.

POSITION ACCOUNTIBILITIES

Note: The following position responsibilities are illustrative and not exhaustive. The position description is not intended to be, nor should it be construed as an all-inclusive list of the duties associated with the position. Management may require incumbents to perform job duties other than those contained in this document at any time. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Independently performs a wide variety of office management and project-focused responsibilities supporting the Maintenance and Planning and Development Departments.
- Researches, collects, and interprets data, and compiles statistical and analytical reports.
- Independently determines priority status for the Director and Vice President's calendars giving special attention to requests that reference important matters received or observed, such as incoming communications (*email, correspondence, statements, face-to-face meetings requests, phone calls and internal staff actions*).
- Initiates annual purchase orders, requisitions, and expense reports; processes incoming invoices for departments and/or project specific work.
- Assists in managing Board-related and Development Committee items for Maintenance and Planning and Development.
- Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals, and signatures, as well as formatting, grammatical construction, and typographical errors.
- Participates in meetings related to Maintenance and Planning and Development as needed (Weekly staff meetings, daily briefings, Development Committee, etc.).
- Prepares a variety of routine correspondence, notifications, forms, meeting minutes and related documents to communicate information to staff.
- Proofreads printouts, reports, and other documents/forms to identify and eliminate errors.
- Schedules department team building or other group meetings and facilitates agendas, meals, event space requests, etc. Tracks, monitors, and manages office supply inventory and approves general supply orders.
- Supervises and provides guidance and training to assigned administrative staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed.
- Manages the administrative staff for Maintenance and Planning and Development to include Work Control.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- Associate degree in Business Management, Business Administration, Public Administration, or other related field of study and
- At least three (3) years of Oracle experience (or other similar system to include creating/processing requisitions, purchase orders and expense reports) and
- At least five (5) years supervisory and/or administrative office management experience

OR

- An equivalent combination of related experience, training, and education necessary to perform successfully in the role.

JOB SPECIFIC COMPETENCIES

- Ability to communicate effectively orally and in writing.
- Ability to conduct research, collect and interpret data and compile statistical/analytical reports.
- Ability to effectively lead or supervise lower-level administrative staff.
- Ability to initiate projects and presentations based on department needs.
- Ability to serve the public and represent departments with courtesy and professionalism.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to multi-task effectively.
- Ability to establish and maintain effective working relationships with others within and outside the Authority.
- Ability to organize work, set priorities, and determine resource requirements.
- Advanced level of skill set using Microsoft office products such as Outlook, Word, Excel, and PowerPoint.
- Experience with Oracle expense reporting or other similar system is required.
- Knowledge of the Authority's Custom Maintenance Software (CMS – CityWorks) work order system.
- Skill in project and office management.
- Skill in the application of supervisory techniques.

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Department:	Maintenance
Pos. No:	14529
Pay Grade:	E3 (\$65,500 - \$116,800)
Last update:	10/20/2022

POSITION OVERVIEW

Reporting to the Director of Marketing, the Business Office Manager manages a wide variety of administrative and project support tasks for the Director of Marketing, Director of Air Service Development and the Marketing Department at the Tampa International Airport. The Business Office Manager will be responsible for data collection and coordination of the department's budget and manage the day-to-day operations of the office. The incumbent will manage the execution of purchase orders, requisitions, expense reporting and invoice processing. The ideal candidate will have at least two years of office management and executive administrative experience, exceptional organizational and project management skills, attention to detail as well as critical thinking and problem solving ability. May be tasked with ongoing project coordination of department and/or Authority-wide initiatives. Interpersonal skills at all levels of management, and comfort interacting with senior management is a must.

POSITION ACCOUNTABILITIES

Note: The following position responsibilities are illustrative and not exhaustive are not intended to be, nor should it be construed as an all-inclusive list of the duties associated with this position. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Independently performs a wide variety of office management and project focused duties supporting the Director of Marketing and manages general administrative duties and processes for the Marketing Department
- Provides liaison and coordination with other departments, suppliers and Marketing partners
- Independently determines priority status for the Directors' calendars giving special attention to requests that reference important matters received or observed, such as incoming communications (email, correspondence, statements, face-to-face meeting requests, phone calls and internal staff actions).
- Initiates purchase orders and/or requisitions, processes incoming invoices for department and/or project specific work.
- Interprets, recommends and implements improvements to Marketing administrative policies and procedures as well as internal workflow procedures.
- Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction and typographical errors.
- Manages the coordination of special events and conference meetings.
- Secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving personnel, payroll, medical, performance or disciplinary.
- Serves as a subject matter resource for the department's in software tools such as Hyperion, Oracle and other HCAA programs. Assists in ensuring these programs are being utilized effectively for the efficiency of the Department.
- Manages and closely monitors department budget and works with director and managers to prepare monthly updates; coordinates monthly reviews and budget meetings and acts as the department's liaison to the Finance and Procurement departments.
- Manages the O&M and Revenue budgeting process collaborating with director and team. Research and create budgets for expenses applicable to overall department (office supplies, etc.). Oversees, prepares and coordinates budget materials for Director's review and presentation to EVP, Finance, Execs and CEO.

- Responsibility for monthly department O&M reporting including the processing of expenses, investigating inconsistencies, ensuring accuracy and follow through that any inaccuracies are resolved including the coordination with Finance to ensure consistency and accuracy using Authority reports and/or programs.
- Tracks, monitors and manages office supply inventory and approves general supply orders.
- Manages registration, runners' questions, committee meetings, timing company, and working with other departments as needed for the 5K on the Runway.
- Manages donations, raffle sales, reporting, auditing committee updates and transfer of funds for United Way giving and fundraising campaigns, including 5k on the Runway
- Monitors and compiles reporting and analytics for Marketing efforts including web site and social media initiatives
- Serves as Records Custodian for Marketing and Air Service Development Departments, including archiving and scanning of old files.
- Tracks Air Service Incentive Program processes to ensure information is up-to-date. Serves as liaison with other HCAA departments to ensure information is current and correct. Maintains the Return on Investment tracking document as well as the internal ASIP tracking document.
- Manages the TPAEvent email and phone lines, tracking event invitations and registrations.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Business Management, Business Administration, Marketing or a related field, and at least two (2) years supervisory and/or administrative office management experience to include contract monitoring and vendor relationship management or an equivalent combination of related experience, training and education necessary to perform successfully in the role. Experience with Oracle expense reporting or similar software is a plus.

JOB SPECIFIC COMPETENCIES

- Advanced knowledge of Microsoft Word, Power Point, and Excel required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Knowledge of budget management.
- Ability to communicate effectively orally and/or in writing.
- Skill in project management and organization.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to initiate projects and presentations based on Department needs.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to serve the public and represent the Department with courtesy and professionalism.

Department:
Pay Grade:
Last update:

Marketing
 E3 (\$65,500 – \$136,200) – **Exempt**
 08/27/21 Talent Acquisition

- Ability to effectively lead or supervise lower level administrative staff and interns.

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JOB POSTING**Business Office Manager (Procurement)**

POSITION OVERVIEW

Reporting to the Director of Procurement, Capital Program, this position is responsible for managing the administrative support section of the Procurement department. The incumbent will oversee various procurement processes for the Board agenda; document control, preparation, and formatting; department budget; supplier registration; and other departmental processes and support services. Coordinates with department personnel, Authority departments, and external customers. The following position(s) reports directly to the Business Office Manager: • Procurement Coordinator – this position performs the day-to-day execution of the procurement processes assigned to the administrative support section.

POSITION ROLES & RESPONSIBILITIES

Oversees the processing of Board agenda documentation, including the preparation and dissemination of all required documents

Oversees various department meeting planning and execution

Manages department office supply account and processes order requests

Manages the contract, including but not limited to tracking of all Authority-wide copier equipment, usage, budget, and copier paper

Manages updates to both the Procurement Department's internet and intranet pages

Submit solicitation notification to the Board Administrator on behalf of Procurement Agents

Manages Procurement department schedule reports

Assists with preparing and tracking department budget, including updating the expense forecast in Hyperion.

Manages department marketing publications

Provide administrative support at the Central Receiving Warehouse

Coordinates with the Risk Management department, contractors, and outside agencies to facilitate timely receipt of certificates of insurance and bonds to meet contractual requirements

Oversees the Supplier Registration program and integrity of supplier data

- Assists with bid opening process & document preparation/execution
- Manages general administrative duties and processes for the Procurement Department
- Provides liaison and coordination with other departments, suppliers and outside agencies
- Provides supervision, guidance, training and motivation to administrative support staff; coordinates functions; assigns, monitors and reviews work; evaluates performance, and initiates corrective

- Manages procurement helpline operations

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Management, Business, or a related field from an accredited college or university
- Bachelor's Degree In Management, Business, or a related field from an accredited college or university
- Experience managing the administrative functions of a business office with responsibilities that include document review and editing, excellent attention to detail, exceptional customer service skills, and handling multiple tasks at one time while meeting critical deadlines
- Supervisory or managerial experience
- Of progressively responsible experience in performing similar duties or an equivalent combination of education, training, and expertise would reasonably be expected to provide the job-related competencies.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Must possess a valid Class E driver's license Required
- Notary License Florida Public Notary Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Proficient with Windows and Microsoft Office (Word, Excel, PowerPoint)
- Team facilitation skills
- Ability to communicate effectively both orally and in writing
- Ability to manage multiple tasks and solve problems involving several variables or unique situations
- Ability to work well under pressure and meet deadlines
- Strong organizational skills and attention to detail
- Strong communication and relationship-building skills

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POSITION OVERVIEW

Reporting to the Vice President of Real Estate, this position is responsible for managing the administrative support section-function of the Real Estate department. The Business Office Manager will be responsible for a wide variety of business-office-high level administrative functions supporting the Vice President and ~~her~~ the Real Estate department's Senior-senior Leadership-leadership team at Tampa International Airport. The incumbent will be responsible for the department's Board agenda process, document control, preparation and formatting, data collection and coordination of the department's budget and manage the day-to-day operations of the office. The position will manage the execution of purchase orders, requisitions, expense reporting and invoice processing. The ideal candidate will have at least two years of office management and executive administrative experience, exceptional organizational and project management skills, attention to detail as well as critical thinking and problem solving ability. May be tasked with ongoing project coordination of department and/or Authority-wide initiatives. Interpersonal skills at all levels of management, and comfort interacting with senior management is a must.

POSITION ACCOUNTABILITIES

Note: The following position responsibilities are illustrative and not exhaustive and are not intended to be, nor should it be construed as an all-inclusive list of the duties associated with this position. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Oversees the processing of Board agenda documentation including the preparation and dissemination of all required documents.
- Independently performs a wide variety of office management and project focused duties supporting the VP of Real Estate and manages general administrative duties and processes for the Real Estate Department.
- Provides liaison and coordination with other departments, suppliers, TPA Tenants and Real Estate partners.
- Independently determines priority status for the VPs' calendar giving special attention to requests that reference important matters received or observed, such as incoming communications (*email, correspondence, statements, face-to-face meeting requests, phone calls and internal staff actions*).
- Initiates purchase orders and/or requisitions, processes incoming invoices for department and/or special projects.
- Interprets, recommends and implements improvements to Real Estate administrative policies and procedures as well as internal workflow procedures.
- Prepare and reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction and typographical errors.
- Manages and coordinates events relating to Airline Affairs, TPA Tenant Managers and other special events; prepares presentation materials and provides summary and/or action reports for the VP of Real Estate.
- Secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving personnel, payroll, medical, performance or disciplinary.
- Serves as a subject matter resource for the department's software tools such as Hyperion, Oracle and other HCAA programs. Assists in ensuring these programs are being utilized effectively for the efficiency of the Department.
- Manages and closely monitors department budget and works with VP of Real Estate and directors to prepare updates; coordinates reviews and budget meetings and acts as the department's liaison to Finance.
- Manages the O&M budgeting process collaborating with the VP and team. Research and create budgets for expenses applicable to overall department (appraisals, surveys, travel, office supplies, etc.). Oversees, prepares and coordinates budget materials for VP's review and presentation to EVP, Finance, Sr. Executives and CEO.

- Responsibility for monthly department O&M reporting including the processing of expenses, investigating inconsistencies, ensuring accuracy and follow through that any inaccuracies are resolved including the coordination with Finance to ensure consistency and accuracy using Authority reports and/or programs.
- Tracks, monitors and manages office supply inventory and approves general supply orders.
- Serves as Records Custodian for Real Estate including following the Aviation Authority standard procedure S201.02 for archiving records and having knowledge of the records retention schedule.
- Coordinates operational and maintenance activities affecting the department and tenants.
- Follow-up on problems/issues, questions and complaints from Authority departments, internal and external agencies and the public, then conduct research, formulate and propose courses of action.
- Manage and maintain ARE and CRE tenant contact lists, Operations All-Tenants contact list and the TPA Directory.
- Manage and maintain the TPA Master Address Matrix List and distribute PO Boxes and assign addresses to tenants; notify outside agencies of updates.
- Manage Collection process by attending monthly meetings to review Real Estate tenants past due accounts; Communicate with tenants with phone calls, e-mails or with demand for payment letters; Provide follow-up summary to Finance by posting collection efforts in PropWorks.
- Send e-mail notifications to TPA tenants.
- Maintain facility keys.
- Provide notary services.
- Assist with new employee orientation.
- Manage conference room scheduling requests from TPA tenants for Authority conference rooms.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Business Management, Business Administration, Marketing or a related field, and at least two (2) years supervisory and/or administrative office management experience to include contract monitoring and vendor relationship management or an equivalent combination of related experience, training and education necessary to perform successfully in the role.

JOB SPECIFIC COMPETENCIES

- Advanced knowledge of Microsoft Word, Power Point, and Excel required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Knowledge of budget management.
- Ability to communicate effectively orally and/or in writing.
- Skill in project management and organization.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to initiate projects and presentations based on Department needs.

Department:
Pay Grade:
Last update:

Real Estate
 E3 (\$65,500 – \$136,200) – **Exempt**
 09/22/21 Talent Acquisition

- Ability to use discretion and independent judgment in evaluating information.
- Ability to serve the public and represent the Department with courtesy and professionalism.
- Ability to effectively lead or supervise lower level administrative staff and interns.

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Commercial Parking and Ground Transportation Manager

Job Description

Commercial Parking and Ground Transportation Manager

POSITION OVERVIEW

Reporting to the Senior Manager, Airport Concessions, the Authority is seeking a qualified individual to assist in the day to day management of the public parking, rental car, and employee bus operations. The Commercial Parking and Ground Transportation Manager is involved in almost every aspect of the division and will be responsible for a wide and diverse range of assignments. The Commercial Parking and Ground Transportation Manager is responsible for assisting in creating and enforcing selected policies and procedures as promulgated by the Ground Transportation Operations Manual and Authority policies, standard procedures, and operating directives. The Commercial Parking and Ground Transportation Manager assists the Senior Manager, Airport Concessions in preparing the annual budget for the division and prepares reports related to the parking revenue control system, parking trends, capacity and usage, employee productivity, and other related reports as required by the Senior Manager, Airport Concessions. Ensures all related facilities and operations are fully staffed, clean, and safe, at all times and that tenants are in compliance with their agreements.

POSITION ROLES & RESPONSIBILITIES

Manages and monitors the day to day parking operation, rental car operation, employee shuttle operation, and the AVI (Automated Vehicle Identification) program, and is the Commercial Parking and Ground Transportation first point of contact.

Assists in managing the agreements for rental cars, employee shuttle, and parking, with a particular focus on compliance and standards.

Assists in preparing the annual fiscal year operating budget and is accountable for monitoring and achieving the expense budget in the employee shuttle and parking operation.

Makes recommendations for operational improvements and efficiencies.

Works closely with the parking operator, outside agencies and other tenants and internal teams for inspections of all parking and ground transportation facilities and equipment for cleanliness, safety hazards, preventative maintenance, and any other work required.

Produces, obtains, and maintains all operational daily, weekly, monthly, and annual reports as required by the Senior Manager, Airport Concessions. This includes, but is not limited to, financial reports, expense reports, bussing, Parking and Revenue Control System (PARCS), AVI, and other parking and ground transport related reports. It is expected that the Manager, Commercial Parking and Ground Transportation will obtain a working knowledge of these reports.

Collaborates with other Authority departments, in particular Terminal and Ground Transportation, Operations, and Procurement as needed and maintains excellent relationships.

Works closely with the Risk Management Department regarding damage claims and/or personal injury reports.

Handles customer service inquiries and/or complaints related to airport parking and ground transportation including responding to customer service emails and inquiries in a timely manner. This also includes reviews of refund requests to ensure requests meet response guidelines.

Resolves internal requests, questions, and complaints frequently requiring analysis of situations to determine the best use of resources and proposing corrective actions.

Position may require working alternate schedules on an as needed basis to support the operation such as nights, weekends, and holidays. Must be available for calls 24/7 including weekends and holidays.

Performs related work and any other duties as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree From an accredited college or university or equivalent experience
- Of progressively responsible experience at a medium or large-hub airport, preferably in public parking and ground transportation or operations fields
- Have experience in compliance and agreement management.

KNOWLEDGE, SKILLS & ABILITIES

- The incumbent should possess exceptional leadership, communication and presentation skills. Successful candidate should possess an understanding of airport parking facility operations and ground transportation operations, federal, state and local rules and regulations affecting such operations, and business principles and practices as they relate to management of parking and ground transportation agreements and facilities.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State a current Florida Driver's License. Required
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Commercial Parking Systems Manager

POSITION OVERVIEW

The Commercial Parking Systems Manager is entrusted with the pivotal role of overseeing the daily operations of our online booking system while providing essential support to the broader management of our parking operations. In this multifaceted position, the Commercial Parking and Online Booking System Manager is tasked with a diverse range of responsibilities. This includes active participation in nearly every facet of our online booking system, ensuring its ongoing enhancement, and spearheading recommendations for process and system enhancements. In addition to this, the role involves the continuous analysis of industry best practices and emerging trends, as well as offering support to our comprehensive parking and ground transportation operations. The Commercial Parking Systems Manager will be instrumental in the creation, approval, and implementation of strategic initiatives geared towards optimizing our online booking system. Moreover, this position entails the development of insightful reports, the identification of trends that bolster our business objectives, thorough analysis of customer feedback, the processing of refunds, and the formulation of actionable recommendations across all facets of our parking operation, with a particular focus on the online booking system.

POSITION ROLES & RESPONSIBILITIES

System Enhancement and Analysis

- Benchmark other online booking systems and analyze system data to identify opportunities for enhancements.
- Recommend and evaluate enhancements for both the front-end and back-end of the online booking system.
- Develop strategic initiatives, including loyalty programs, premium offerings, and revenue-enhancing opportunities.

Customer Engagement and Feedback

- Act as the primary point of contact for customers, addressing concerns and feedback related to parking products and the online booking system.
- Monitor and utilize user feedback to track, report, and recommend actions to improve customer service.
- Investigate and respond to customer requests for online booking system refunds.

Compliance and Reporting

- Ensure compliance and adherence to terms and conditions, making recommendations for improvement.
- Generate reports that facilitate decision-making and provide actionable intelligence to the Director of Commercial Parking and Ground Transportation and other stakeholders.
- Provide analysis, data, and insights related to audits and business reviews.

Subject Matter Expertise

- Serve as the subject matter expert for the online booking system and its performance.
- Recommend, implement, trial, review, and report on new products, promotions, functionalities, and pricing.

Research and Industry Best Practices

- Collaborate with the Research Department on focus groups, surveys, and other customer feedback initiatives.
- Evaluate and report on e-commerce industry best practices, with a focus on relevant airport e-commerce opportunities.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree in Business Administration or another related field.
- Two (2) years of experience managing online booking systems and parking operations.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Business Administration or another related field.

KNOWLEDGE, SKILLS & ABILITIES

- Strong problem-solving skills, proficiency in analytics, and the ability to develop valuable business insights.
- Ability to collaborate effectively with leaders, employees, and customers while maintaining a positive and proactive approach.
- A strong commitment to prioritizing customer service and consistency in all decisions and recommendations.
- Excellent written and oral communication skills.
- Ability to use discretion and independent judgment in evaluating information.
- Considerable knowledge of systems analysis techniques.
- Ability to collect, organize, and evaluate data and to develop logical conclusions.
- Proficient in Microsoft Word, Excel, Outlook, and PowerPoint.
- Considerable knowledge of key performance indicators and metrics.
- Skill in conducting independent studies and analyses
- Skill in presenting reports defining project progress, problems, and solutions.
- Ability to set priorities, meet deadlines, and multi-task.
- Ability to work effectively with others.

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JOB POSTING

Commercial Real Estate Specialist

POSITION OVERVIEW

Performs administrative and paraprofessional work organizing the administrative and logistical aspects of a program/s. Develops and establishes work processes and procedures to deliver program services, evaluates effectiveness of program services and efficiency of processes, and implements prescribed program guidelines and objectives.

POSITION ROLES & RESPONSIBILITIES

Develops, organizes, establishes, and evaluates work processes to ensure delivery of services and to fulfill objectives. Reviews existing policies, procedures, and directives and recommends changes where necessary.

Interprets/explains policies, processes, applicable laws, rules, regulations, and guidelines to resolve problems, answers questions, and provides information and advice to current and potential program participants.

Coordinates projects where several organizational entities are involved and follows up to ensure that all details and requirements are met.

Reviews department operations for compliance, identifies strengths and weaknesses and areas of non-compliance, recommends corrective action, and instructs individuals and groups on proper methods and procedures for compliance with regulations.

Writes or revises internal processes.

Assists in developing presentations for individuals, groups, and organizations.

Processes and tracks invoices received by the Real Estate department.

Processes and tracks ad valorem tax and City of Tampa storm water invoices.

Assists with the revision of contracts and agreements.

Provides backup for other department personnel.

Organize and coordinate meetings with both internal and external stakeholders.

Assists in the development of the Real Estate department's budget, monitors expenditures and processes pre-approved expenditures; assists with preparing grant applications.

Resolves problems encountered during daily operations and determines appropriate solutions.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from an accredited four year college or university
- Of experience directly related to the position duties
- An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the functions, activities, requirements, and objectives of the specific program/functional area to which assigned.
 - Knowledge of organizational methods and procedures relating to administrative support.
 - Knowledge of budget management practices and procedures.
 - Ability to organize meetings, programs, and special events.
 - Ability to monitor, oversee and provide guidance to volunteers, clients, and other employees.
 - Ability to maintain files and records and prepare reports and correspondence.
 - Ability to use a computer and related software.
 - Ability to make presentations.
 - Ability to organize and to multitask.
-

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Communication Manager

POSITION OVERVIEW

As a key member of an award-winning globally-recognized team, reporting to the Senior Manager of Communications, the incumbent writes and edits press releases, publications, websites and presentations. This position also acts as a spokesperson for the Hillsborough County Aviation Authority and its facilities (Tampa International Airport, Tampa Executive Airport, Peter O. Knight Airport, and Plant City Airport) when designated. The Communications Manager maintains effective relationships with representatives of media outlets, industry groups and community organizations and serves as a liaison to other internal departments in support of Authority initiatives.

POSITION ROLES & RESPONSIBILITIES

Researches, develops, pitches and writes story ideas for internal and external distribution

Drafts and edits internal and external communications for the CEO and other executive staff

Produces content for distribution in airport newsletters, community and industry publications

Conducts media outreach and responds to media requests in a timely manner

Proactively seeks placement of stories about HCAA airports in national, local and industry publications

Monitors news coverage of the Aviation Authority and aviation industry, identifies trends and opportunities for promoting airport initiatives and produces earned media reports that quantify the value of media coverage

Updates Authority websites

Assists with crisis communications and participates in Airport emergency response exercises

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Journalism, Mass Communications, English or other related field.
- Of experience in broadcast journalism, media relations or public relations.

PREFERRED QUALIFICATIONS

- TV newsroom reporting or producing experience
- Professional experience using Twitter, Facebook and other social media platforms
- Experience working with e-mail campaign software such as MailChimp, Drip or similar programs

KNOWLEDGE, SKILLS & ABILITIES

- Must possess outstanding writing skills, strong editorial judgement, and the ability to communicate technical information in a clear manner under tight deadlines.
 - Applicants must have a keen understanding of how media works, what their needs are, and be skilled at prioritizing assignments and handling multiple tasks simultaneously.
 - Dependability and flexibility to work outside of traditional business hours when business needs arise are essential.
 - Ability to shoot and edit videos
-

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Communications Specialist

POSITION OVERVIEW

The Social Media Communications Specialist is responsible for the creation and execution of print, video, and social media content for the Aviation Authority and its airports. The Social Media Communications Specialist will develop and implement social media strategies to enhance brand visibility, engage with audiences, and drive business growth. Their expertise in leveraging various social media platforms will be essential in crafting compelling content, managing online communities, and monitoring trends to optimize the company's online presence. Reporting to the Senior Manager of Communications, this position requires leveraging various software programs and dynamic communication strategies to meet the department's needs and goals.

POSITION ROLES & RESPONSIBILITIES

Social Media Strategy:

- Develop and execute comprehensive social media strategies aligned with the company's goals, target audience, and brand identity.
- Stay updated with industry trends and best practices to maximize the effectiveness of social media campaigns.
- Identifies written and video messaging opportunities and creates engaging, daily content for digital platforms, including social media and airport websites.

Content Creation and Curation:

- Create engaging, informative, and visually appealing content tailored for different social media platforms, including but not limited to Facebook, Twitter, Instagram, LinkedIn, and YouTube.
- Curate relevant industry-related content from external sources to provide valuable information to the audience.
- Researches, pitches, and produces written and digital content for distribution in airport newsletters and other platforms.

Community Management:

- Build and nurture online communities by proactively engaging with followers, responding to comments, and addressing customer inquiries or concerns.
- Foster positive relationships with the audience and influencers, encouraging dialogue and user-generated content.

Brand Monitoring and Reputation Management:

- Monitor social media channels for brand mentions, reviews, and discussions, promptly addressing any issues or negative sentiments.
- Implement strategies to safeguard and enhance the company's reputation through proactive crisis management.
- Monitors account performance, news coverage, and posts about the Airport, Aviation Authority, and aviation industry.
- Identifies trends and opportunities for promoting airport initiatives.

- Helps maintain the airport's excellent service standards by addressing customer inquiries and feedback submitted online.

Social Media Advertising:

- Collaborate with the marketing team to develop targeted social media advertising campaigns that align with overall marketing objectives.
- Monitor ad performance, analyze data, and optimize campaigns to maximize ROI.
- Assists the department in operating the TPA TV internal communications platform.

Analytics and Reporting:

- Utilize social media analytics tools to track and measure the success of campaigns, monitoring key performance indicators (KPIs) such as reach, engagement, conversion rates, and customer sentiment.
- Provide regular reports and actionable insights to stakeholders.

Collaboration and Coordination:

- Collaborate with cross-functional teams, including marketing, design, content, and customer support, to align social media activities with broader marketing initiatives.
- Coordinate social media campaigns with product launches, events, and other company activities.
- Works with the Senior Manager of Communications to strategize and implement best practices for the airport's social media program.
- This includes maintaining a social media calendar and serving as an administrator for social media accounts and group pages.
- Executes special projects, events, and presentations as assigned.
- Collaborates with relevant airport departments to support these initiatives and establishes relationships with necessary vendors to effectively carry out campaigns or projects.
- Shares a regular on-call shift in accordance with Communications department needs.
- Undertakes other communications responsibilities as needed.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Journalism, Mass Communications, English or other related field.
- Three (3) years of experience in broadcast journalism, media relations, or public relations.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Two (2) years of Experience shooting and editing video on tight deadlines using professional camera/audio equipment and editing software
- Two (2) years of Experience updating website platforms and working with software such as PressPage, MailChimp or Drip

KNOWLEDGE, SKILLS & ABILITIES

- Must possess outstanding writing and technology skills and the ability to communicate technical information accurately and in an easy-to-understand manner.
 - Ability to prioritize assignments and handle multiple tasks under tight deadlines and have the ability to learn new communications and media platforms quickly.
 - Ability to be a self-starter, detail-oriented, and work independently.
 - Dependability and flexibility to work outside of traditional business hours as business needs arise are essential.
 - Knowledge of best practices for social media, website, and print communications.
 - Knowledge in shooting and editing video on tight deadlines, using a professional camera/audio equipment and editing software.
 - Knowledge of best practices for social media, website, and print communications.
 - Knowledge in updating websites and social media platforms and working with software such as Microsoft 365 products, Adobe products, PressPage, Sprout Social, and Drip.
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Concession Compliance Manager

POSITION OVERVIEW

Reporting to the Senior Manager, Airport Concessions, the Concessions Compliance Manager will support almost every aspect of the Concessions department and will be responsible for a broad and diverse range of assignments. The Concessions Compliance Manager is responsible for assisting in creating and enforcing contractual requirements, assessing Concessionaires' and Service Providers' compliance as specified in Lease and Concessions contracts and the Concessions Handbook, policies and procedures as promulgated by the Tenant Work Permit process, and Authority policies, standard procedures, and operating directives. The Concessions Compliance Manager assists the Senior Manager, Airport Concessions, in preparing the annual business review documents for the Director and prepares reports related to the Concessions annual performance reviews, hours of operation tracking, Wi-Fi survey subcategorizing, and other related reports as required by the Senior Manager, Airport Concessions. Ensures all related concession operations are well staffed, clean, and safe at all times and that Concessionaires are in compliance with their agreements by completing frequent inspections.

POSITION ROLES & RESPONSIBILITIES

Manages and monitors the day-to-day concessions program operation, including the online ordering program, and is the Concession's first point of contact.

Assists in managing the agreements for concessions, the Concessions Receiving and Distribution Center Management, and vending, with a particular focus on compliance and standards.

Offers support in preparing the annual fiscal year operating budget.

Makes recommendations for operational improvements and efficiencies.

Works closely with the Concessionaires, CRDC leaders, outside agencies, other Airport tenants, and internal teams for inspections of all concession locations and support facilities; inspects for cleanliness, safety hazards, preventative maintenance, and any other work required.

Creates, produces, obtains, and maintains all compliance daily, weekly, monthly, and annual reports as required by the Senior Manager, Airport Concessions. This includes, but is not limited to, annual Performance Audits, Security and Operational violations, hours of operation, and other compliance-related reports. It is expected that the Concessions Compliance Manager will obtain a working knowledge of these reports and recommend enhancements as needed.

Collaborates with other Authority departments, in particular, Terminal Operations, Maintenance, Planning & Development, Real Estate, Guest Services, and Procurement as needed and maintains excellent relationships.

Works closely with the Risk Management Department regarding claims and/or personal injury reports within concessions locations.

Supports Senior Manager, Airport Concessions with customer service inquiries and/or complaints related to airport concessions, including responding to wi-fi survey responses, customer service emails, and inquiries in a timely manner. This also includes refund requests for the online ordering program to ensure requests are resolved timely.

Resolves internal requests, questions, and complaints, frequently requiring analysis of situations to determine the best use of resources and proposing corrective actions.

Position may require working alternate schedules on an as-needed basis to support the operation, such as nights, weekends, and holidays. Must be available for calls 24/7, including weekends and holidays.

Performs related work and any other duties as required.

Performs frequent onsite Concession monitoring to ensure quality standards are met, and issues are resolved in a timely manner.

Establishes and implements a plan and monitors Concessionaire compliance with contract provisions such as pricing policy, store standards, and other contractual provisions as needed.

Communicates in writing and orally with Concessionaires concerning contract compliance, operations, and customer service issues.

Captures and analyzes contract activity data to prepare various reports for management.

Provides support to the Senior Manager for the administration of the Concessions Recognition Program.

Maintains, updates, and distributes department resources such as Concessionaire Handbooks, contact lists, menus, and performance plans.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Business Administration, Hospitality, Finance, or other related fields.
- Two (2) to five (5) years of experience in food and beverage, retail, and/or hospitality with progressive responsibility.

KNOWLEDGE, SKILLS & ABILITIES

- Possess an understanding of food and beverage and/or retail operations and compliance as well as federal, state, and local rules and regulations affecting such operations and business principles and practices as they relate to the management of revenue-generating agreements.
- Strong leadership, team-building, and consensus-building skills are required.
- Problem solver, accountable, and decisive with an ability to execute operationally sound plans.
- Visible, enthusiastic, and with a high energy level.
- Strong interpersonal, oral, and written communication skills.
- Exceptional eye for detail and high operational standards.
- Ability to use considerable initiative and critical thinking skills to exercise sound judgment in making conclusive recommendations based on compliance needs.
- Ability to focus on details, set priorities, meet deadlines, and multi-task.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Considerable knowledge of management principles, practices, and procedures.
- Considerable knowledge of the organization, operating activities, administrative practices, and policies of departments and agencies.
- Skill in conducting performance audits and analyses of operational programs and procedures.
- Ability to work independently to analyze, interpret, accurately summarize, and resolve complex compliance issues.

- Ability to use a computer and related software, including Microsoft Word, Excel, and PowerPoint.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Must possess a current Florida Driver's License. Required
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Concessions Contract Manager

POSITION OVERVIEW

Tampa International Airport is seeking a proactive self-starting individual to be responsible for the administration of leases and contracts to ensure compliance with terms and conditions expressed therein; research relevant markets and financial trends to forecast future business activity and assist in developing recommendations; maintain strong business relationships with tenants. The ideal candidate will have the ability to build relationships across the Authority and will have the curiosity explore the business impacts of new lines of business to the Authority. Additionally, the incumbent will be asked to provide exceptional leadership and strong written and oral communication skills along with experience in the areas of contract management, strategic planning, and financial management as well as manage the day-to-day relationship between the Authority and the Concessions partners.

POSITION ROLES & RESPONSIBILITIES

Builds relationships internal and external to deliver strategic financial goals.

Works closely with Concessionaire partners to promote success by reviewing short and long term metrics.

Manages leases and contracts to ensure compliance with areas such as pricing, merchandise delivery, store standards, cleanliness, customer service and airport provided services.

Manages staff for and/or creates various financial reports including development of pro forma, break-even scenarios, and cost-benefit analysis.

Researches relevant markets and financial trends to forecast future business activity and assists in developing recommendations for the Director.

Prepares financial analysis of assigned concessions through monitoring of sales and revenue reports of concessions. Leads special initiatives and episodic projects.

Prepares presentations to further the goals of the department and support new initiatives.

Manages the procurement process related to new initiatives and other areas of the business.

Contributes to developing policies and procedures for the department.

Manages the day-to-day relationship between the Authority and the concessions partners; resolves management, and customer complaints and conflicts between Concessionaires to ensure excellent relations.

Direct staff support includes a Financial Analyst that assists in this position's responsibilities as well as other duties.

This position performs other responsibilities as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree From an accredited college or university with a major in Business, Finance, Real Estate or other relevant field
- Of progressively responsible professional management experience involving multi-unit food & beverage or retail management, advertising, arena/hotel concessions management, theme park concessions management or rental car concessions management, commercial property/shopping center management, or hotel management
- Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted above.

KNOWLEDGE, SKILLS & ABILITIES

- Advanced knowledge of Microsoft Word, PowerPoint, Excel, and Visio required.
- Ability to communicate effectively orally and/or in writing.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches.
- Ability to initiate projects and presentations based on department needs.
- Ability to use discretion and independent judgment in evaluating information.
- Understands the parking business environment including social, economic, political and technical trends and their impact on parking revenue.
- Strong problem-solving skills, proficiency in analytics, and the ability to develop valuable business insights.
- Knowledge and a thorough understanding of Concessions Programs, including all lines of businesses referenced in this position description, administration and management of contracting documents, and compliance with policies and procedures.
- Detail oriented with strong organizational, prioritization and interpersonal skills.
- Strong background in contract management and sales support.

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JOB POSTING

Construction Project Manager

POSITION OVERVIEW

Reporting to the Senior Manager of Construction or Director of Construction, the Construction Project Manager is responsible for managerial and administrative work in planning, organizing, directing, and executing new Construction. The position identifies and tracks changes in budgets, tracks progress, and oversees implementation of the overall design. In addition, the incumbent will make recommendations regarding recovery schedules, value engineering of design elements, and evaluate the overall risk of the project and work with fellow team members in improving safety. The Construction Project Manager will interact with the Authority's consultants, engineers, parking & retail vendors, Operations, FAA, and other agencies in representing the Authority's interest. The Construction Project Manager will be required to maintaining confidentiality during contract negotiations and when working with procurement. The Construction Project Manager will work under the direction of the Senior Manager of Construction or Director of Construction with considerable latitude for independent judgment as to the technical aspects and implementation of the construction projects.

POSITION ROLES & RESPONSIBILITIES

Responsible for developing and managing strategies for effectively communicating with key personnel both internal and external stakeholders.

Tracking and monitoring both State and Federal programs and assuring adherence and compliance.

Oversee the contractors pay application approval process and negotiate contractor's Schedule of Values.

Provide leadership for the airport's construction program and provide guidance for the day to day operations, administration, and decision making.

Develop and implement new policies and programs needed to track and monitor contract adherence.

Represent the Agency during weekly/monthly meetings with the contractors and designers.

Work with project inspectors as required ensuring contract compliance and continuity.

Coordinate construction related activities with tenants. Craft written notifications as well as conduction face to face meetings.

Coordinate and notify tenants and fellow departments as needed when services are being impacted or interrupted.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- A four-year degree from an accredited college or university in Construction Management, Engineering, Architecture, or related field
- Associate's Degree From an accredited college or university
- Of experience working in the field in construction management and/or supervision.
- Of experience in the field regarding construction management or supervision.

KNOWLEDGE, SKILLS & ABILITIES

- Proficient in the use of Windows and Microsoft Office software (Word, Excel, Projects, and Outlook).
 - The ideal candidate will have strong people skills, exceptional leadership, and solid oral and written communication skills.
-

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POSITION OVERVIEW

Cyber Security Engineer provides support to management in areas of technical expertise with respect to industry standards and frameworks for IT systems, OT systems, and cloud technologies. Plans and designs security solutions and capabilities that enable the organization to identify, detect, protect, respond, and recover from cyber threats and vulnerabilities. Defines and develops security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Develops security integration plans to protect existing infrastructure and incorporate future solutions. Designs action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Utilizes a variety of security information and event management (SEIM), data loss prevention (DLP), intrusion prevention systems (IPS), and other tools in designs. Partners with stakeholders to encourage the adoption of security-compatible software designs and best practices. Keeps abreast of the latest intelligence from law enforcement and other sources of cyber threat information.

POSITION ACCOUNTABILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on the assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Create and maintain appropriate documentation, especially process flows and technical procedures
- Perform incidental response and related duties as required
- Create a standard set of requirements, technical designs, and recommended configurations necessary to design, implement and deploy our security capabilities in partnership with a variety of internal and external partners
- This position is a part of a centralized team of systems administrators, systems engineers, application developers, and security analyst
- The Cyber Security Engineer will work alongside the Information System Security Manager to maintain the accreditation on Applications, Enclaves, and Platform Information Systems
- Assists with technical direction in designing and implementing security solutions for corporate technical infrastructure and business applications
- Participates in all phases of project planning in security service support, including functional requirements, design specifications, testing and quality assurance, implementation, and support
- Leads technical engineering services to support and update existing security systems and works to automate processes related to security implementations, monitoring, and enforcement
- Evaluates and implements security devices such as firewalls, IDS, IPS, threat correlation tools, vulnerability scanning tools, encryption capabilities, endpoint controls, and cloud technologies, develops test plan and implements rigorous testing prior to the rollout of new systems into the production environment
- Evaluates, using security knowledge, tools and practices, vendor services, and new business units, working to reduce the risk for newly onboarded services or networks
- Will participate in an on-call rotation schedule

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Computer Science, Information Technology, Information Security, or industry certification from (ISC)2, ISACA, SANS, etc.) or industry experience
- Six (6) years of experience in cyber security with various forms of virtualization technology
- Must have a hands-on working knowledge of UNIX/Linux, Microsoft Server (2016, 2016, 2019, 2022), Windows 10/11, firewall multi-layer design and implementation, router access list/packet filtering (Cisco), WANs, LANs, the Internet, Intranets, network protocols, and network services (e.g., Telnet, FTP,), intrusion

detection/protection systems, Virtual Private Network (VPN), MFA, WAF, Enterprise Security management tools, security assessment software, SIEM, internet filtering solution, MDM and system/network forensics

- Ability to consult internally within the security team, across IT teams, and IT Leadership and business leaders
- Evaluation & assessment of compliance to a regulation, law, or policy using industry-standard methodologies (COBIT, ISO27000, NIST, PCI, OWASP, etc.) in an enterprise environment

JOB SPECIFIC COMPETENCIES

- Cloud Security
- Continuous Monitoring
- Cybersecurity
- Disaster Recovery Planning
- Encryption
- Incident Management
- Information Security Governance
- Network Architecture
- Network Security
- Penetration Testing
- Requirements Analysis
- Risk Identification Model
- Security Architecture and Models
- Technical Project Management
- Threat Modeling
- Vulnerability Assessment
- Data Security Software
- Firewall and other Security Hardware
- Other IT Security Software
- Security Information and Event Management (SIEM) Software
- Web Security Software

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Department:
Pos. No:
Pay Grade:

Information Technology
00000
Exempt

Development Committee Manager

POSITION OVERVIEW

Reporting to the Director of Capital Planning, the Development Committee (DC) Manager is responsible for analyzing, managing, and reporting on all aspects of the Development Committee activities for the Hillsborough County Aviation Authority (HCAA). Performs professional duties, including establishing and coordinating the bi-weekly DC agenda through the execution of the job responsibilities described herein.

POSITION ROLES & RESPONSIBILITIES

- Generate and manage the Bi-weekly Development Committee (DC) agenda for all active, pending, closed, and new FY capital development projects which consist of planned Authority capital projects, containing the planned major growth capital improvements and on-going maintenance capital expenditure projects needed to meet the projected requirements of the Authority.
- Coordinates follow-up with the Project Directors (PDs) as necessary to revise and resubmit new FY PMP documents after receiving briefing on Development Committee comments, to ensure the capital projects are prepared effectively and prioritization is achieved to arrive at the final list of capital projects.
- Manage schedule for new FY presentations of exhibits and discussion of issues on special interest items, coordinates with Project Directors and department Directors to present or discuss items during the appropriate Development Committee meeting for the DC Committee approval; to ensure the capital projects are managed effectively and the Authority's goals are achieved.
- Receives, coordinates, and prepares final documentation for each new FY Project Management Plan (PMP) submittal, which includes planning documents that describe a project's scope, budget and construction costs worksheets, project schedule, project team, potential impacts, cost benefit analysis, project expectations checklist, and delivery approach and design.
- Manage, post and maintain electronic files on all Development Committee (DC) approved capital development Project Management Plan (PMP) documents including new FY PMP projects, all approved revisions and updates and the PMP Financial Closeouts and Closed projects in the PMP folders for retrieval of document preparation by the Project Directors and informational purposes for all internal departments.
- Prepare the recommended annual FY capital budget and summary Capital Improvement Plan (CIP) Book for presentation to the Airlines and the HCAA Board for approval and inclusion in the annual Budget.
- Annually update all Master Project Management Plan (PMP) documentation forms for the new FY PMP process.
- Manage and schedule necessary meeting rooms and meeting invites for the Bi-Weekly DC meetings.
- Schedule and lead individual and departmental DC/PMP training meetings as necessary.
- Monitor all reporting of the Capital Improvement Plan (CIP) substantially completed closeout packages which are completed both directly by, internal teams, and third-party services such as design firms, trade contractors, construction managers, equipment suppliers, and other service providers for completeness and accuracy.
- Update DC/PMP internal departmental processes.
- Annually update the Development Program Manual, which defines the procedures and guidelines for planning, budgeting, implementing, and managing capital projects for Tampa International Airport, Peter

O. Knight Airport, Tampa Executive Airport, and Plant City Airport, in collaboration with Planning and Development 9P&D), Construction and Procurement, as a commitment to innovation and process improvement.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Business Management, Business/Public Administration or another related field.
- Experience in finance/accounting working with capital projects, project management, data analytics.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Bachelor's Degree Business Management, Business/Public Administration or another related field.

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the principles and practices of management.
 - Considerable knowledge of the functions, services, activities, requirements and objectives of the specific program/functional area to which assigned.
 - Knowledge of federal, state, and local regulations pertaining to the assigned area.
 - Skill in applying existing guidelines and in creating new approaches to develop and modify work plans, methods, and procedures for the work unit or function.
 - Ability to establish and maintain constructive and cooperative interpersonal relationships with staff, peers, management, and local stakeholder groups to accomplish departmental and Authority's mission.
 - Ability to communicate effectively both orally and in writing in order to present information and prepare a variety of reports.
 - Ability to identify relationships that explain facts, data, or other information, and make correct inferences or draw accurate conclusions.
-

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Director Enterprise Risk Management

POSITION OVERVIEW

The Director of Enterprise Risk Management is responsible for the Hillsborough County Aviation Authority's Enterprise Risk Management, Insurance, and Employee Safety programs. The Director reports to the Vice President of Human Resources and Administration and leads a team of four risk management, insurance, and safety professionals. The Director drives the implementation of the Authority's ERM framework and collaborates with stakeholders to identify, analyze, treat, and transfer risk, and to surface new business opportunities. The Director oversees the Authority's insurance portfolio, determines adequate levels of coverage, makes recommendations to purchase or renew insurance policies, and investigates and monitors incidences that could become compensatory events. The Director monitors employee safety; plans, develops, and executes training; and continuously engages staff to improve safe work practices.

POSITION ROLES & RESPONSIBILITIES

Inspires, leads, trains, and mentors the Enterprise Risk Management team consisting of four risk management, insurance, and safety professionals

Implements and continuously improves the Authority's Enterprise Risk Management framework and program.

Collaborates with stakeholders to identify, analyze, treat, and transfer risk, and to surface new business opportunities.

Aligns with other risk management functions, such as Business Continuity, Emergency Management, and Safety Management System, to ensure end-to-end business resiliency and recovery.

Increases enterprise risk management communication and awareness; prepares and presents reports; complies with applicable laws, regulations, policies, and procedures; utilizes best practices; and makes recommendations regarding risk exposures.

Monitors employee safety trends; plans, develops, and executes organizational and departmental safety training; and engages staff to continuously improve safe work practices.

Oversees the Authority's insurance portfolio, determines adequate levels of coverage, negotiates insurance terms and conditions, works with brokers and other insurance professionals, and makes recommendations to purchase or renew insurance policies.

Develops and executes the Enterprise Risk Management budget.

Investigates and monitors incidences that could become compensatory events, and ensures entities doing business with the Authority maintain adequate insurance.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.

- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Bachelor's degree with major in Insurance, Finance, Accounting, Risk Management, Business, Pre-Law, Engineering, Science, or related field.
- Experience in (enterprise) risk management, management of insurance portfolios, evaluation of insurance needs, risk and loss control, safety, risk reduction
- Leading and supervising a team

PREFERRED QUALIFICATIONS

- A postgraduate degree is not mandatory, but may also be beneficial and preferred.
- Experience in change management

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of and ability to administer property & casualty insurance portfolio.
- The ability to assess exposures and determine the appropriate insurance coverage needed to protect the Authority and process claim information to the conclusion.
- Excellent communication skills
- Ability to manage change and build consensus
- Superior verbal, written, presentation, diplomatic, and conflict resolution skills
- Ability to provide leadership and direction in a manner that cultivates respect and influences positive behavior at all levels of the organization
- Ability to partner and interact with individuals at all levels of the organization and beyond
- Ability to maintain the highest levels of integrity, professionalism, and confidentiality
- Strategic mindset, excellent judgment and proactive and dynamic style that fosters informed decision making, particularly on challenging and complex issues.
- Extensive understanding of insurance products and ERM systems
- Excellent decision making and problem solving skills. Innovative and creative in resolving issues and improving processes.
- Attention to detail is a must.
- Understanding of external environment impacting the business.
- Foster strong results orientation within department by motivating team and holding them accountable to meeting customer needs and organizational goals.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Valid FL Driver's License Required
- Certified Risk Management Professional (RIMS-CRMP) Certification from a leading Risk Management organization Preferred
- CRCMP - Certified Risk And Compliance Professional Preferred
- Certified Risk Analyst-GAFM Preferred

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Director of Airport Concessions

POSITION OVERVIEW

Under the general direction of the Vice President of Concessions and Commercial Parking, the incumbent will manage, plan, organize, integrate, and directly oversee the Authority's Concessions Program for all concessions, including food & beverage, retail, advertising, passenger services, and vending for all airport terminals and Authority properties, budgeted to generate approximately \$34M in FY23. The incumbent is responsible for developing a strategic plan, including recommendations for building the concession program and developing budgets, forecasts, and pro forma as required. The incumbent is responsible for evaluating, developing, and managing all airport concession agreements, including developing plans to explore, generate and drive non-aviation revenues while keeping the Authority's ACDBE program goals at the forefront. The incumbent will also monitor and evaluate the concession program's financial and customer service performance and appearance to ensure vendors and service providers meet Authority standards.

POSITION ROLES & RESPONSIBILITIES

Strong oral and written communication skills. Comfortable presenting to a variety of audiences.

Fosters strong professional working relationships with internal and external stakeholders

Ownership of the Airport's Concessions program, including food & beverage, retail, advertisement, sponsorships, vending, and passenger services, and other revenue-generating non-airline services

Manage the development of the annual budget, forecast, space planning, space design, selection of operators, as well as financial management analysis, merchandising, product promotions

Identifies and promotes the highest and best use of airport properties and spaces to maximize airport revenue

In coordination with the Procurement and Legal team, direct, develop, and manage the negotiation and oversee all airport concession agreements

Monthly, prepare and present reports on Concessions performance, including insights and analysis. Lead real-time analysis of Concessions sales and revenue trends

Stay apprised of industry and consumer trends to develop strategic direction and identify opportunities to optimize revenues and enhance customer satisfaction as well as to retain or generate additional revenue in each of the lines mentioned above of businesses/categories

Collaborate with internal stakeholders on key projects such as Master Plan, construction projects, and contract audits

Represent the department at meetings, functions, and events

Administer the third-party logistics management contract for the benefit of Concessionaires and the Authority

Oversee the team that ensures high levels of passenger service and contractual compliance in

Concessions. Select, train, coach, mentor, develop and manage Senior Manager of Concessions, Concessions Manager, and Concessions Compliance Manager

Perform other related duties as required

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree
 - Of progressively responsible experience in planning, developing, and implementing concession programs and negotiating and administering revenue-generating contracts.
 - An equivalent combination of training and experience.
 - Experience should reflect demonstrated knowledge and a thorough understanding of budgeting, retail or food service operations, administration and management of contracting documents, and compliance with policies and procedures.
 - Related experience may be substituted for education on a year-for-year basis.
-

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Director of Airport Operations & Emergency Management

Job Description

JOB POSTING

Director of Airport Operations & Emergency Management

POSITION OVERVIEW

Reporting to the Vice President of Operations, the Director of Airport Operations and Emergency Management is responsible for directing Airfield Operations, the Airport's Wildlife Program, Emergency Management, and the Airport Operations Center at Tampa International Airport. The Director oversees the day-to-day safety, security, and efficiency of airside operations at TPA and establishes strategic direction to prepare, mitigate, respond, and recover from incidents or emergencies that have or could have the potential to interrupt business operations.

POSITION ROLES & RESPONSIBILITIES

Ensuring compliance with all applicable federal and state regulations and enforcing the Authority's Operational Policies, Procedures, Rules, Regulations, and Operating Directives. Ensures compliance with FAA and TSA and all other applicable regulations. Monitors airport operations and directs operations staff to ensure safe and efficient service to airport users.

A key member of the Airport's incident management team during event response; provides leadership in emergencies, taking such action as needed to move equipment, settle public unrest, and make judicial decisions in disputes - all to ensure the smooth functioning of the airport.

Developing changes and additions to procedures to continuously improve airport operations' safety, security, and efficiency.

Recommending improvements or expansions to policies, procedures, and the facility that would enhance the safety, resilience, and customer service experience of the passengers, airlines, and other airport users.

Manage and steward budgets and other resources.

Serving as a liaison and the principal Authority representative to the Federal Aviation Administration (FAA), Transportation Security Administration (TSA), State of Florida, FDLE (for the Airport Operations Center), Hillsborough County, and City of Tampa officials.

Identify and coordinate the implementation of hiring and retention practices across the organization.

Fostering collaboration and teamwork across the organization.

The leadership, engagement, and development of the team members they lead.

Building a strong, effective, collaborative relationship with the Authority's Director of Enterprise Risk Management.

Able to assume all roles in the EOC before, during, and following events, facilitate timely and complete situation information, including damage assessment, during and after emergency events.

Acts for the Vice President of Operations in their absence to ensure consistent and smoother functioning

of the airport.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Public Or Business Administration, Airport Management or another related field.
- Of experience of a responsible nature supervising operations at a large or medium hub airport, including thorough knowledge of federal and state regulations governing the use and operation of airports.
- Demonstrating leadership qualities, including strong interpersonal skills and emphasis on collaboration, working with others, and leading and developing team members.

LICENSES AND CERTIFICATIONS

- Associate Emergency Manager (AEM) or higher credential within the International Association of Emergency Managers (IAEM) Preferred
- Certified Member (CM), AAE (Accredited Airport Executive), or related credentials Preferred

PREFERRED QUALIFICATIONS

- CJIS/FDLE regulatory experience or other regulatory agency coordination, engagement, and accountability
- Part 139 regulatory experience

KNOWLEDGE, SKILLS & ABILITIES

- Builds partnerships, work collaboratively with others to meet the shared objective, delivers customer-centric solutions, and handles conflict situations effectively.
- Makes sense of complex, high-quality, and sometimes contradictory information to make effective, timely decisions that keep the organization moving forward
- Holds themselves and others accountable to meet commitments by establishing clear responsibilities and processes for monitoring work and measuring results
- Ensuring safety and security are always the priority.
- Listening closely and communicating openly, honestly, and directly.
- Encouraging change and innovation.
- Promoting broad employee involvement.
- Embrace diversity.
- Treating all staff and members of the public with dignity and respect.
- The ability to debate constructively, decide definitively and support actively.
- Demanding and accepting responsibility.
- Ability to follow through with clear, consistent consequences.
- Being courageous and optimistic.
- Working and thinking as a team to avoid 'silos.'
- Follow and live out the Department's Rules of Our Road.
- Takes on new opportunities and tough challenges with a sense of urgency
- Creates a climate that encourages the open expression of diverse ideas and opinions, acts with diplomacy and tact, and relates openly and comfortably with diverse groups of people
- Anticipates and balances the need of multiple stakeholders and, where necessary, win concessions without damaging relationships

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JOB POSTING**Director of Airport Properties and Airline Affairs**

POSITION OVERVIEW

The Director of Airport Properties and Airline Affairs oversees airline properties and contracts on behalf of the Authority. This role involves providing expertise in contract negotiation and drafting, advising on all real estate activities impacting airlines and ground handlers, and serving as the primary liaison between the Authority and its airline partners. The Director is responsible for evaluating, developing, negotiating, and overseeing all airline and ground handler agreements while also formulating a strategic plan with revenue generation recommendations.

POSITION ROLES & RESPONSIBILITIES**Liaison and Partnership:**

- Act as the primary point of contact between the Authority and airline partners.
- Efficiency and Safety:
Facilitate discussions between the Authority, airlines, and airline support companies to improve operational efficiency, boost passenger growth, and enhance safe and secure working conditions.
- Identify and cultivate strategic networks, relationships, and partnerships both internally and externally. Engage with aviation and non-aviation customers to meet contractual and facility needs.
- Collaborate closely with the Authority's Air Service Development team to attract additional air service to TPA. Lead discussions on facility and operational possibilities, backed by financial analyses.
- Establish and communicate reasonable performance standards.

Project Management:

- Direct and address project management, administrative, and operational issues related to airline real estate, including the analysis, administration, drafting, interpretation, and management of aeronautical and non-aeronautical contracts.
- Oversee the implementation and functionality of the Real Estate GIS, including updates to enhance its utility.
- Workflow Optimization:
Develop and maintain an efficient workflow and ongoing operations, including recommending process improvements as necessary.
- Collaborate with internal Authority teams to coordinate and provide input on Capital Projects at TPA affecting airline and ground handler operations.
- Facilitate discussions between the Authority, airlines, and airline support companies to improve operational efficiency, boost passenger growth, and enhance safe and secure working conditions.

Contract Expertise:

- Provide technical analysis and contract expertise to ensure compliance with regulatory and Authority policies and procedures, aligning with business, contract, and revenue objectives. Create effective project/program schedules and outcomes.
- Direct and, when necessary, conduct negotiations and preparations for favorable lease and operating agreements. Assist in formulating negotiation strategies and relevant policies.

Revenue Generation:

- Develop innovative solutions for revenue generation and potential operational efficiency enhancements.

- Oversee airline-related lease revenue projections and collaborate with other Authority departments to project airline-related revenues.

Personnel Management:

- Select, train, supervise, motivate, coach development skills, and evaluate personnel.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Public or Business Administration, or another related field
- Five (5) years Of project management, contract development, and contract administration experience. Demonstrating knowledge of contracts and business practices a must and must reflect a thorough understanding of the administration and management of contracting documents and compliance with policies and procedures.
- Five (5) years A general understanding of the airline business, including recognition of major domestic and international air carriers.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Upon Hire Required
- Certified Member (C.M.) credential from the American Association of Airport Executives. within 1 Year Required

PREFERRED QUALIFICATIONS

- Master's Degree Public or Business Administration, or another related field
- PhD Law Degree (J.D.)

KNOWLEDGE, SKILLS & ABILITIES

- Proficiency in standard Microsoft Office applications, including MS Word, Excel, and PowerPoint
- Proficient in contracting techniques and best practices, with considerable knowledge of business negotiations, contract law, and project management principles.
- Utilizes financial data and key performance indicators effectively to drive revenue and support development.
- Demonstrates strong consulting and interpersonal skills to establish and nurture business relationships.
- Expertise in service-based, customer-centered best practices.
- Proficient in effective, concise communication both orally and in writing.
- Leadership: Actively supports and implements the Authority’s mission and vision goals. Encourages diverse perspectives and challenges the status quo to align with Authority goals.
- Influence: Persuasive and results-oriented, balancing the needs of the Authority and stakeholders. Commands respect based on results and adherence to Authority values.
- Communication Skills: Strong internal and external communication skills for complex negotiations, including the ability to handle sensitive relationships and situations.
- Innovation and Creativity: Encourages innovative solutions and fosters a culture of creative thinking.
- Customer Focus: Effectively manages internal and external customer requirements and seeks continuous process improvement to enhance customer service.

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Director of Capital Programs

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	5/22/2023 4:49:20 PM
Date Last Edited:	1/8/2024 4:01:42 PM
Job Description Name:	Director of Capital Programs
Position Title:	Director of Capital Programs
Effective Date	12/14/2022
Pay Grade:	G8
HCAA Location:	Tampa International Airport
Workplace Type:	Hybrid
Reports To Position:	Vice President, Capital Programs
Job Category:	Director
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	CPS002
Department:	Capital Program Services

POSITION SUMMARY

Reporting to the Vice President of Finance, this position is responsible for the coordination of the Authority's Capital Improvement Program (CIP), state and federal grant funding, grant billing, project payments, capital assets, and project performance reporting. This includes development of the short- and long-range capital improvement program, project cost tracking and forecasting, records management, performance measures, and process improvements.

Direct Reports: Projects and Grants Finance Manager and the Development Committee Manager.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">FDOT – work with local District Office and ‘negotiate’ funding within the Work Program; be in tune to changing needs and be able to maneuver within the system to avoid from losing funds, or gain other funding as available	25%
<ul style="list-style-type: none">FAA AIP – need to maintain close relationships with the Orlando ADO contact; must be familiar with AIP Handbook, project eligibility and application timelines and schedules; prepare all pre-applications and applications to obtain all Cargo, Primary and non-Primary Entitlements, as well as any applicable and available Discretionary funding. Also responsible for the preparation and coordination of PFC Applications when required.	25%
<ul style="list-style-type: none">Manages the Development Committee process to ensure all departments provide necessary input to properly plan and track all capital projects. Also, chairs the Development Committee meetings held every other week	25%
<ul style="list-style-type: none">Ensures the Capital Improvement Program Master Schedule is maintained and updated providing project scheduling and cash flow projections	15%
<ul style="list-style-type: none">Team is responsible for all grant billing, quarterly reporting, compliance reporting, adherence to internal controls and grant close-outs	5%

<ul style="list-style-type: none"> The Capital Improvement Plan crosses the entire Authority and position must be able to work effectively with Executive Team and all staff levels 	5%
<ul style="list-style-type: none"> Other Grants – pursues other government grants as they arise (Special AIP Discretionary/ DHS/ DOT Infrastructure) 	0%
<ul style="list-style-type: none"> Maintains and updates the Development Program Handbook. Facilitates process improvements within the development program. 	0%
<ul style="list-style-type: none"> Ensures the Authority’s Strategic Business Plan is updated as necessary 	0%
<ul style="list-style-type: none"> Works closely with Government Affairs liaison to build plans for other 3rd funding sources 	0%
<ul style="list-style-type: none"> Provides necessary project cost data to Project Directors to ensure projects are within budget 	0%
<ul style="list-style-type: none"> Establishes processes that ensure the timely payment of all consultant invoices and contractor pay applications and the timely billing of PFC's and all grants 	0%

Additional Responsibilities (Less than 5% of time spent)

<ul style="list-style-type: none"> Encourages change and innovation, embracing diverse thinking and styles across all staff levels
<ul style="list-style-type: none"> Must be able to cultivate a culture where employee development is paramount; where ideas, innovation and creativity is encouraged and recognized
<ul style="list-style-type: none"> Must be results driven
<ul style="list-style-type: none"> Ability to effectively balance and prioritize competing priorities
<ul style="list-style-type: none"> Holds themselves and others accountable to meet commitments by establishing clear responsibilities and processes for monitoring work and measuring results
<ul style="list-style-type: none"> Interpersonal skills are a key to success in this position

Required for All HCAA Positions

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<ul style="list-style-type: none"> Complies with all HCAA Policies, Procedures, and Standards.
<ul style="list-style-type: none"> Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
Bachelor's Degree	In Finance, Accounting or other related field	Required

Work Experience

Experience	Experience Details	Required/ Preferred
	Of progressively responsible experience in the finance or accounting field, or in a position where they were directly responsible for capital budgeting and had direct experience obtaining federal and state grant funding.	Required
	Experience working at an airport and working with a capital program is a real plus.	Preferred

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred
Certified Public Accountant (CPA)			Preferred

Knowledge, Skills, and Abilities

KSAs	Proficiency
Strategic Thinker – be able to see the big picture and connect the Master Plan, Strategic Business Plan, and the CIP	High
Relationship Builder – both within Authority and with outside funding agencies	High
Must develop and maintain relationships with the FAA at all levels and the State District 7 office - this is crucial in obtaining funding for the Authority	
Strong written and oral communication skills.	High
Experience in utilizing Oracle and other automated procurement systems	Low
Excellent computer skills (MS Word, Excel, Outlook, databases, etc.)	High
Help design stronger systems for programs by optimizing resources and processes and building mechanisms to improve quality control	Medium

Director of Commercial Parking & Ground Transportation

POSITION OVERVIEW

Reporting to the Vice President of Concessions, this position is responsible for managing the revenue and coordinating the operations of the Tampa International Airport's public and employee parking facilities which generate approximately \$70 million in annual revenue to the Authority.

POSITION ROLES & RESPONSIBILITIES

Ownership of the Airport's parking programs and products in order to grow its largest revenue producing business.

Establish parking revenue forecasts and budgets and deliver on revenue targets set out in the annual budget with the goal of increasing parking revenues.

Provide and present analysis and reports on parking financial performance, product performance and future plans to senior management.

Work with other departments to develop, implement and manage parking contractor agreement with a focus on identifying efficiencies.

Work with other departments to ensure compliance with parking revenue control and audit processes.

Increase parking mode share, making parking at the Airport the natural or 'first choice' when travelling to or from the Airport.

Provide expertise in the capabilities and functions of the Parking Revenue Control System and other parking related software.

Lead through relationship a cross functional team to continually deliver improved customer offerings.

Identify and implement long term strategic plans for Airport parking.

Work with other departments and consultants to develop customer parking options that offer enhanced customer services and drives parking revenue.

Represent the department at meetings, functions, and events.

Develop and implement recovery plans for off-schedule and unanticipated occurrences.

Perform other related duties as required.

Mentor and provide expertise to other team members.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree From an accredited college or university
- In parking financial/operations management, including one (1) year of supervisory experience

PREFERRED QUALIFICATIONS

- Bachelor's Degree In Business, Economics, Finance, Aviation, Logistics or related field.
- Of parking management experience

KNOWLEDGE, SKILLS & ABILITIES

- Understands the parking business environment including social, economic, political and technical trends and their impact on parking revenue.
- Ability to produce strategic plans for parking that are in line with Authority objectives.
- Ability to create, manage, forecast, and analyze budgets.
- Ability to analyze and interpret parking revenue, trends, products and applications used worldwide and identify new sales channels for Airport parking.
- Ability to direct and manage multiple resources and projects to achieve successful outcomes.
- Ability to build coalitions among the various stakeholders.
- Ability to communicate effectively both orally and in writing and facilitate the open exchange of ideas and information.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Skill in presenting reports defining project progress, problems and solutions.

LICENSES AND CERTIFICATIONS

- CAPP - Certified Administrator of Public Parking Preferred
 - Certified Parking Professional (CPP) from the National Parking Association. Preferred
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JOB POSTING**Director of Commercial Real Estate**

POSITION OVERVIEW

Reporting to the Director of Real Estate, this position is responsible for the management of Real Estate Development for the Authority. The incumbent will provide the technical and legal expertise in compliance with the State of Florida's standards of conduct and provide advice regarding all real estate activities, such as title work, survey, easements, environmental issues, appraisals, appraisal reviews; purchase, relocation and development of property interests; conduct negotiations; and monitor other potential areas that might present risk for each transaction and/or venture. The incumbent will also be responsible for developing, implementing and managing a robust real estate program in alignment with the Authority's aeronautical and master plan development, but must strive to creatively maximize the use of available Authority land.

POSITION ROLES & RESPONSIBILITIES

- Responsible for the overall success of the Real Estate Development Department for the Authority, including commercial and industrial, and represents the organization, both internally and externally, by supporting the strategic direction and priorities, objectives, vision, mission and values of the Authority.
- Establishes and communicates reasonable standards of performance.
- Provides direction and mitigation strategies regarding real estate ventures and negotiations, while ensuring legal compliance with Florida legislative regulations, and other agencies and entities.
- Directs and, as required, conducts solicitations, negotiations and preparation of favorable lease agreements. Assists in the strategy, development and preparation for the conduct of negotiations as well as assisting in formulating policies which are applicable to this role.
- Identifies and builds strategic networks, community relationships and partnerships that could fit the Authority's real estate development strategy.
- Develops and maintains effective, efficient workflow and ongoing operations, including recommending process improvements as needed.
- Effectively manages the real estate budget by facilitating realistic forecasting, maintaining effective budgetary controls, constructing contingency plans to stay within budgetary constraints, reducing expenses and/or developing revenue generating opportunities.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Public or Business Administration, or another related field
- At least five (5) years of real estate development experience
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Licensed Real Estate Agent within 1 Year Required
- DL NUMBER - Driver License, Valid and in State Required

PREFERRED QUALIFICATIONS

- Master's Degree Public or Business Administration, or another related field

KNOWLEDGE, SKILLS & ABILITIES

- Strong oral and written communication skills and solid experience in negotiations are mandatory
- Must be competent in operating standard Microsoft Office applications including MSWord, Excel, and PowerPoint
- Must possess a positive attitude, be customer service focused, and have the ability to work in a team environment
- Demonstrated expertise in real estate services techniques and best practices. Has a thorough knowledge of all real estate laws, practices, policies and guidelines.
- Understands, utilizes and integrates financial data and other key performance indicators to support process performance.
- Demonstrated experience in consulting and interpersonal skills to assist internal customers with real estate services.
- Demonstrated expertise in customer-centered real estate services best practices; has applied them effectively.
- Understanding of technical standards and requirements of external and internal customers.
- Professional certification in Real Estate or related field desired.
- Leadership – Clearly supports, communicates and takes responsibility to implement the Authority's mission and vision goals. Actively solicits opinions and perspectives from all levels of the organization. Encourages and is open to other points of view. Will challenge the status quo to move the Department forward to the highest levels of achievement and in alignment with Authority goals. Demonstrates concern for employees' well-being; promotes and supports the ongoing development of employees.
- Influence – Is compelling and persuasive when engaged with individuals or teams inside and outside. Recommends solutions based on data and balancing the needs of the Authority and customers, partners and vendors. Commands respect based on results achieved and behavior consistent with the Authority's values at all levels.
- Internal Communication – Requires developing and maintaining ongoing internal relationships involving difficult, formal negotiations. This calls for a well-developed sense of timing, strategy and may involve detailed explanation and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.
- External Communication – Requires developing and maintaining ongoing external relationships involving difficult formal negotiations. This calls for a well-developed sense of timing, strategy and may involve detailed explanation and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.
- Innovation and Creativity – Develops and implements creative and innovative solutions to business problems. Encourages and expects others to think "out of the box" and not be limited by existing methods and procedures. Explains how proposed changes will create value for the customer and the Authority.
- Customer Focus – Demonstrates a clear understanding of effectively managing both internal and external customer requirements and measurement criteria. Identifies and makes process improvements to better serve the customer. Establishes positive and collaborative relationships with all customers.

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Director of Communications

POSITION OVERVIEW

As a key member of an award-winning globally-recognized team, the Director of Communications writes or supervises the writing of press releases, communications plans and all other content for Aviation Authority publications, and acts as the primary spokesperson for the Hillsborough County Aviation Authority. Reporting to the Vice President of Communications, the Director of Communications oversees the execution of Department plans and goals, as well as maintains effective relationships with media and relevant stakeholders in support of Aviation Authority objectives and needs.

POSITION ROLES & RESPONSIBILITIES

Supervises Communications Manager and Communications Specialist

Functions as a primary media contact for the Aviation Authority; Responds to media requests in a timely manner

Proactively seeks placement of stories about Tampa International Airport/HCAA in national, local and industry publications

Copy edits all written materials distributed by the department

Researches, writes and edits executive and stakeholder communications

Monitors social media and news coverage of the Aviation Authority and industry, identifying trends and opportunities for promoting airport initiatives or preempts a response

Drafts and ensures execution of weekly and monthly communications plans

Maintains updated Crisis Communications plan and Department Policies and Procedures

Serves as Communications liaison for other Aviation Authority departments

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Journalism, Mass Communications, English or other related field.

PREFERRED QUALIFICATIONS

- Seven (7) years experience in journalism, media relations or public relations.

KNOWLEDGE, SKILLS & ABILITIES

- Outstanding writing and leadership skills and the ability to shape messaging and communicate technical information in a clear and easy-to-understand manner under tight deadlines.
 - Strong editorial judgment and strategic thinking skills, and the ability to communicate technical information accurately under tight deadlines.
 - Keen understanding of media, social media, and technology platforms, and be skilled at prioritizing assignments and handling multiple projects and tasks simultaneously.
 - Ability to be dependable and flexible to work outside of traditional business hours when business needs arise is essential.
 - Proficient in Microsoft Office (Word, Excel, and PowerPoint).
 - Excellent organization, flexibility and time management skills and the ability to work in a dynamic, deadline-driven environment.
 - Ability to demonstrate good judgment, high ethics and project a professional image.
 - Ability to maintain a high level of confidentiality
 - Able to generate and deliver persuasive and clear verbal, graphic, and written communications.
 - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
-

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JOB POSTING**Director of Construction**

POSITION OVERVIEW

Reporting to the Assistant Vice President of Planning and Development the Director of Construction represents the Authority in the administrative and operational details of ongoing construction activities. The Director of Construction insures that all construction projects are proceeding in accordance with the requirements of the project plans and specifications and in accordance with the requirements of the Authority. This position will provide oversight of the communication between Authority Staff, contractors, designers, inspectors and the Authority's Consulting Engineer on all construction projects ; provides oversight of the schedules of construction for all projects and assures that construction phasing, conflicts between contractors and contract compliance issues are addressed. This position will also provide oversight of the status of contract submittals processing and assures prompt action is taken to maintain appropriate response within contract requirements.

POSITION ROLES & RESPONSIBILITIES

With the assistance of the Project Managers, this position insures that regular construction progress meetings are conducted between contractors, designers and inspectors to review procedures, progress, scheduling and changes to the work.

Monitor the contractor's implementation and maintenance of a Safety Program. Review all proposed changes to the Construction Contracts and assure proper application and interpretation of the Contract Documents.

Analyzes contractor claims and prepares recommendations for Authority action.

Provides oversight of the successful resolution and correction of Notices of Non-Compliance and oversees the preparation of the monthly Status of Construction Report by the project manager.

Reviews the schedules submitted by the contractor to ensure compliance with the Master Schedule, and monitors each contractor's monthly submittals of schedules to ensure they remain within the parameters established by the Master Control Schedule. This includes reporting any major variance with recommended corrective action. Coordinates phasing of contractors' work to complete the Project(s) according to the Authority's objectives of cost, time and quality.

Acts as the representative of the Authority at the site of all construction work.

Oversees Project Managers' scheduling and conducting of Progress Meetings at which Contractors and Inspectors can jointly discuss matters such as procedures, progress, problems, field changes and scheduling. Establishes procedures for cooperation and coordination between inspectors and Contractors concerning all aspects of the Project and implements such procedures.

Develops and implements a procedure for review of all contractors' schedules of values and reviews all contractors' billings and invoices and recommends payment of all invoices.

Monitors the Architect/Engineer in determining that factory inspection and testing for items fabricated outside Project limits is performed and assures that all necessary field records that arise out of the Work

are maintained and provides oversight of the Project closeout procedures.

Oversees the preparation of formal Board Monthly Status Reports of all Construction.

Oversees the preparation and negotiation of all Contract Change Orders.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Engineering, Architecture or Building Construction from an accredited college or university
- Of experience in construction administration or construction management. Experience should include work at a medium or large hub airport.

LICENSES AND CERTIFICATIONS

- Certified Civil Engineer-CESB Preferred
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Director of Enterprise Application Services

POSITION OVERVIEW

The Director of Enterprise Application Services serves on the Information Technology Services leadership team to oversee the planning, delivery, and management of enterprise applications for Tampa International Airport. Reporting to the Vice President of Information Technology Services, this position will provide leadership, vision, and direction to deliver outcomes that meet the strategic initiatives for the Authority. The Director position will be responsible for the day-to-day management of the applications group and will be accountable for optimizing the cost, risk, and value of applications throughout their life cycle. The Director position will have the opportunity to build and execute technology roadmaps that support our journey to the Cloud, be the change agent for agile transformation, help our end users with technology adoption, and build high-performing teams with the right skills to support our technology landscape. The ideal candidate will have strong business acumen partnering with all levels of stakeholders, possess a passion for innovation and continuous improvements, and have strong experience with a diverse set of business applications, including ERP, Public Safety, and GIS in a public sector environment.

POSITION ROLES & RESPONSIBILITIES

Leadership and Management

- Participates in the leadership and management activities to develop, plan and execute the ITS Strategic plan
- Directs application teams, providing development opportunities to enhance their skills in order to meet the current and future needs of the Authority.
- Provides overall direction and guidance to the applications leadership team; supervises and mentors staff.
- Engages in a planned program of professional development to grow and develop skills and knowledge essential to the position.
- Attends and participates in industry conferences with membership in professional organizations and user groups

Strategy and Planning

- Defines and manages the application portfolio; prepares roadmaps and long-term strategy for key products and applications.
- Stays current with overall trends and specific vendor plans to support strategic decision making.
- Oversees the assessment of the technical and business fitness of the Authority's business applications portfolio as well as their associated costs and risks.
- Leads system-wide initiatives to improve efficiency and effectiveness of the Authority's business processes in accordance with priorities and directions negotiated and discussed with various leadership groups.
- Recognizes and advances opportunities for the utilization of the Authority's information technology investments.
- Contributes to the overall technology strategy, architecture and process improvements for the Authority.
- Champion the adoption and maturity of Agile practices within the enterprise application teams while maintaining a strong focus on quality and scalability.

Business Relationship Management

- Effectively partners with business stakeholders at all levels to envision and create robust business capabilities roadmaps based on various business objectives
- Collaborates with IT staff and business stakeholders to define project deliverables and outcomes

- Builds trusted relationships with our strategic partners focused on value creation, innovation, and outstanding service and product delivery.
- Promotes transparency and open communication with business partners through meetings, status reports, and roadmaps on current and upcoming activities.
- Leads and inspires the enterprise application teams to engage with the business to solicit ideas for process improvements, wants, and needs.

Budgeting and Administration

- Builds and manages the enterprise applications budget and provides input in the administration of related budgets.
- Leads vendor/software package selection/evaluation and implementation and engages with Procurement and Legal for contract management and guidance.
- Maintains the inventory of software portfolio to track usage and engage with application vendors leadership to maximize the benefits of each investment
- Works with vendor partners to identify and assess the appropriate emerging trends (both innovation and efficiency drivers) and their strategic relevance to the Authority

Operational Management and Delivery

- Reviews and approves all systems development project requests and coordinates schedules and related departmental activities.
- Directs the planning, development, and implementation of system-wide core business applications systems and database management systems, and non-enterprise, departmental application systems.
- Collaborates with other Information Technology management staff regarding enterprise and system-wide computer architecture, capacity, planning, security, and usage.
- Oversees the formulation of business applications project objectives and system development requirements
- Formulates and implements application development security standards in partnership with the Information Security Office to ensure the Authority's applications are effectively secured and that risks are mitigated.
- Develop and enhance methodologies and practices for the application life cycle management in line with best practices and practical experience of continuous improvement.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Information Systems, Computer Science, Management Information Systems, Computer Engineering, Business Administration, or other related discipline (relevant courses or trainings will be considered as an alternative to the degree requirement)
- of progressive experience, building and leading technology teams.

KNOWLEDGE, SKILLS & ABILITIES

- Strategic thought leadership with a strong understanding of cross-functional business processes
- Strong operational management experience in all aspects of running an enterprise application team
- Knowledge of designs, setups, installation, implementation and maintenance for enterprise applications.
- Knowledge of security issues, crisis management and business continuity; and legal issues regarding technology.
- Ability to plan, establish, manage, and evolve applications systems and solutions in support of the Authority's strategic objectives and success.
- Knowledge of driving and implementing process improvement and organizational change initiatives
- Experience costing, budgeting (development and management), risk and financial analysis.
- Skilled in managing and prioritizing work of others, including leading and motivating staff.
- Excellent written and oral communication skills for all levels of employees
- Experience in evaluating programs and thinking strategically about future directions for IT.

- Knowledge of quality assurance and testing concepts and procedures.
 - Experience building relationships with cross-functional teams on highly collaborative projects
 - Strong project management skills including experience with Agile and Waterfall concepts
 - Skill in defining program objectives and establishing information technology standards, policies, and budgets.
 - Skill in analyzing and improving operational effectiveness.
-

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Director of Financial Planning & Reporting

POSITION OVERVIEW

Reporting to the Vice President - Finance, the Director – Financial Planning & Reporting is responsible for managing, planning, organizing, and directing the Authority's financial planning, budgeting, and forecasting activities. Included is the oversight and management of the calculation of airline rates and charges, as well as assistance with completing the annual operating budget, budget amendments, and 20-year business plans and financial modeling. This position develops and provides input and recommendations to management regarding components of the budgeting and financial planning activities. This position is deeply involved in the Authority's ongoing Treasury activities, including but not limited to debt sizing and structuring, investment decisions, & cash-flow management. Manages professional and clerical staff responsible for the Authority's Payroll processing as well as the managerial reporting and annual financial reporting & compliance. The Director- Financial Planning & Reporting provides expertise, leadership, and guidance to the Authority's staff, overseeing the development and implementation of interpreting, enforcing, and explaining the budget process, budget policies, and procedures and reviewing, analyzing, and developing recommendations regarding budget requests and other issues. The Director- Financial Planning & Reporting will need to exercise considerable independent judgment in interpreting technical aspects of the Authority's finances, budget, and strategic planning processes.

POSITION ROLES & RESPONSIBILITIES

Managing the Annual Financial Planning Process, including all aspects of the operating budget and forecast (revenue, personnel, non-personnel, & debt service).

Manages the Authority's Cash Flow Function, including all Treasury responsibility

Manages the Financial Planning team, providing support day-to-day as well as strategically in order to ensure compliance with all debt covenants and financial feasibility modeling for the future

Manages compliance with the various Authority Policies and Procedures related to the Air Service Incentive Program, Rates by Resolution (Rates & Charges), Investment, Debt, and general Financial Planning

Manages the Authority's annual rates and charges preparation and calculation

Manages the Authority's Payroll team and processing & compliance.

Manages the Authority's financial & managerial reporting, including support of the annual external audit as well as ongoing performance metric tracking.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Accounting, Finance, or Finance-Related field
- Five (5) years Of Accounting, Financial Planning, or Finance-Related work with progressive responsibility

- Two (2) years Supervisory responsibility of staff members supporting the Accounting, Financial Planning, Or Finance work
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certified Public Accountant (CPA) Upon Hire Preferred

PREFERRED QUALIFICATIONS

- Master's Degree Accounting, Finance, or Finance-Related field

KNOWLEDGE, SKILLS & ABILITIES

- Strong attention to detail
 - Strong background and comfort with building financial models
 - Knowledge and experience in all aspects of maintenance including budget management is essential.
 - Strong understanding of accounting principles, flows and processes required.
 - Ability to exercise judgment and discretion in evaluating audit findings for critical and non-critical matters.
 - Excellent oral and written communication skills.
 - Ability to work effectively with others.
 - Strong background and comfort with building financial models
 - Knowledge and experience in all aspects of maintenance including budget management is essential.
 - Should have a working knowledge of generally accepted accounting principles and expertise using the Microsoft suite of software products.
 - Should have working knowledge and experience managing and working within large-scale financial ERP systems.
 - Extensive knowledge of the principles of governmental accounting, business, and public administration.
 - Ability to plan, organize and supervise the work of others.
 - Ability to exercise judgment and discretion in evaluating audit findings for critical and non-critical matters.
 - Ability to determine the adequacy and effectiveness of management controls over operational activities.
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Director of Government Affairs & Community Relations

Job Description

JOB POSTING

Director of Government Affairs & Community Relations

POSITION OVERVIEW

Reporting to the Executive Vice President and General Counsel, the Director of Government Affairs is responsible for coordinating the Aviation Authority's federal, state and local inter-governmental relations activities and promoting its interest with regard to legislation which could have an impact on the Authority. The incumbent is responsible for monitoring pertinent federal, state and local proposals throughout the legislative process and notifying the Chief Executive Officer, the General Counsel and senior management of potential operational or administrative impacts. Utilizing lobbying techniques the Director of Government Affairs will attend and/or monitor relevant federal and state legislative committee meetings, as well as local, regional and national meetings and conferences concerning issues that may impact the Authority. The Director of Government Affairs will develop federal and state legislative and funding initiatives and collate the final results of legislative action to provide an annual report to staff regarding new laws pertinent to the Authority.

POSITION ROLES & RESPONSIBILITIES

Develop and maintain contact with federal, state and local elected officials and agency representatives associated with the operation and development of commercial international and general aviation facilities and surrounding transportation and economic development.

Prepare and present updates to the Aviation Authority Board as to the status of all legislative activities that are under review that could impact the Aviation Authority.

Attend and monitor public meetings of elected bodies and federal, state and local agencies that may impact operation and/or development of the Authority's airport system.

Coordinate the Authority's federal, state and local inter-governmental relations activities by assembling information, monitoring legislative and regulatory proposals, and preparing recommendations for review of the Executive Director.

Coordinate and conduct meetings with public leaders and agencies in promoting federal and state funding and legislative initiatives.

Develop and maintain contact with industry trade associations that benefit the aviation and transportation community.

Research legislation that may impact the Authority and develop strategies for approval of legislation supported by the Authority.

Draft and disseminate legislative summaries and conduct briefings to relevant staff members.

Represent the Chief Executive Officer and serve as liaison with federal, state and national professional associations.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the

employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.

- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in business, political science or related field
 - At least five years of responsible experience in the public sector or areas related to the legislative process.
-

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Director of Human Resources

POSITION OVERVIEW

Reporting to the Vice President of Human Resources and Administration, this position is responsible for developing and implementing policies, plans, and programs to ensure the most effective utilization of human resources to support the Aviation Authority's business objectives. Such programs aim to attract, retain, motivate, reward, and protect employees within a framework of company philosophy and external laws and regulations. The Director of Human Resources is responsible for daily Human Resources operations and implementing the Authority's policies and programs relating to staffing, training, developing, deploying, compensating, motivating, protecting, communicating with, and releasing employees. The incumbent recommends new policies and programs in accordance with Authority objectives and external regulations and, upon approval of such plans, develops and directs their implementation. The incumbent also serves as an advocate of employee interests in the development of policies and procedures. The Director of Human Resources maintains ongoing communications with union leadership and other external groups. The incumbent counsels staff and employees on specific personnel and labor relations problems and provide an interpretation of the Authority's position on issues affecting them. The Director of Human Resources is an agent of cultural change management and innovation who initiates workforce solutions that reflect the Authority's mission and vision.

POSITION ROLES & RESPONSIBILITIES

- **Personnel Policies and Programs:**
Administer the personnel policies and programs of the Authority and develop and recommend new ones to ensure the effective utilization of human resources in support of the Authority's business objectives.
- **Employee Relations:**
Serve as the point of contact for employee relations, labor unions, and outside agencies in matters related to employees (e.g., Equal Employment Opportunity Commission, Public Employee Relations Commission). Negotiate within available guidelines and collective bargaining agreements.
- **Training and Development:**
Ensure that effective training programs are provided for the development of employees.
- **Compensation and Benefits:**
Ensure that the Authority's compensation, leave, and benefit programs are current, and employees are thoroughly informed.
- **Budgeting:**
Assist with the preparation of the annual HCAA personnel budget.
- **Job Descriptions:**
Systematically review and oversee the updates of job descriptions to provide clarity of expectations for the position, establish clear criteria for hiring, evaluation, and promotion, and reflect the evolving character of work.
- **Employee Engagement:**
Implement employee engagement and reward programs.

- Department Management:
Manage daily operations of the Human Resources department, oversee HR systems, and supervise the work of and provide guidance to department personnel.
- Performance Evaluation and Talent Management:
Devise strategies for performance evaluation and talent acquisition and retention.
- Policy Compliance:
Monitor adherence to internal policies and legal standards.
- Disciplinary Matters and Disputes:
Resolve disciplinary matters, disputes, investigations, and grievances.
- Litigation Risk Management:
Anticipate and resolve litigation risks.
- Data Analysis and Reporting:
Report to senior management by analyzing data and using Human Resource metrics.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Human Resources Management, Business Administration or another related field
- Experience in Human Resources with at least 5 years of the experience in a senior management capacity
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- SPHR or SHRM-SCP Preferred
- PHR or SHRM-CP Preferred

PREFERRED QUALIFICATIONS

- Master's Degree in Human Resources Management, Business Administration or another related field
- Senior management Human Resources experience in a public sector environment. , experience negotiating collective bargaining agreements, experience in self-insured programs for employee benefits, knowledge of employee wellness programs, and experience integrating a performance-based compensation system.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of Federal, State, and local laws and regulations affecting human resource management.
- Knowledge of Oracle E-Business Suite or other comparable HRIS
- Knowledge of the principles and practices of human resource administration.
- Strong analytical, problem solving and organizational skills
- Microsoft Office advanced skills required (specifically high level Excel skillset)
- Ability to communicate effectively both orally and in writing.
- Ability to deal with difficult situations with tact and professionalism.
- Ability to balance role as both an employee advocate and partner to the business
- Excellent attention to detail.

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Director of ITS Enterprise Operations & Client Services

Job Description

Director of ITS Enterprise Operations & Client Services

POSITION OVERVIEW

Tampa International Airport is seeking an innovative professional to provide leadership and technical guidance for the Authority's information technology network infrastructure and support services team. Reporting to the Vice President of Information Technology Services, this position will provide leadership, vision and direction to the IT Operations and customer support team to enable cross-functional productivity of all Authority employees, and oversee the IT Operations and Support section. The incumbent will be responsible for the day-to-day management of the network infrastructure and customer support groups including staffing, budgeting and other relative leadership and management functions. The Director of IT Operations and Support's primary responsibility will be to oversee the operation of the IT Operations and Support section(s) and its interaction with internal and external users to include Network Administration, Database Management, IT Helpdesk and Desktop support and to ensure that all IT activities are aligned with the Authority's strategic objectives. The Director will plan, coordinate, direct and design operational activities of the IT Operations and Support team, as well as provide direction and support for IT solutions that enhance critical business operations. The Director will work closely with senior management in all departments across the Authority to identify, recommend, develop, implement, and support cost-effective technology solutions for technology infrastructure and database management aspects of the organization. Strong analytical business skills, technical competence, communication, organization and leadership skills are required.

POSITION ROLES & RESPONSIBILITIES

Responsible for the activities of the IT Operations and Client (Customer) Support team including data admin, telecommunications and client platform teams

Ensures consistency and maintainability of existing network and infrastructure by incorporating industry "best practices" and/or creating, maintaining and enforcing standard operating procedures for the deployment and use of technology through the Authority to ensure excellent customer service to the Authority's user community

Provides direct supervision and mentoring to IT Operations and Client Support managers to drive efficiency and effectiveness

Develops IT strategy plans to include technical specifications, user requirements, technical design, network infrastructure, security protocols, and equipment requirements

Develops and updates IT policies and procedures in conjunction with the Authority's organizational goals

Works collaboratively with Authority department directors and leadership to meet the Authority's strategic goals relative to IT network and infrastructure support

Ensures proper documentation of all aspects of IT operations to include preparation of regular status reports and budget/financial updates

Ensures Authority network systems and infrastructure maintenance and updates adhere to security standards in partnership with the Information Security Office.

Responsible for establishing job standards for subordinate staff and effectively evaluating staff under their direction in accordance with Authority procedures.

Develops, prepares and recommends budget for purchasing, upgrading and network and infrastructure equipment

Leads vendor/hardware selection/evaluation and implementation. Engages with Procurement and Legal for contract management and guidance

Contributes to the overall technology strategy, architecture and process improvements for the Authority.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Information Systems, Computer Science, Management Information Systems, Computer Engineering, or other related discipline.
- Of professional experience in relevant information technology leadership roles.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of Computer hardware and software used in a networked and web-based environment.
- Knowledge of information technology designs, setups, installation, implementation and maintenance.
- Knowledge of security issues, crisis management and business continuity; and legal issues regarding technology.
- Knowledge of driving new continual improvement to IT's strategies in response to the Authority's evolving needs.
- Knowledge of business case analysis.
- Knowledge of costing, budgeting, risk and financial analysis.
- Knowledge of quality assurance concepts and procedures.
- Excellent verbal and written communication skills, interpersonal relationships, leadership and management principles and decision-making abilities.
- Experience with the full range of IT services and products.
- Experience working with multiple units and/or organizations, building relationships, and with highly collaborative projects.
- Experience in evaluating programs and thinking strategically about future directions for IT.
- Strong project management skills.
- Skill in defining program objectives and establishing information technology standards, policies, and budgets.
- Skill in analyzing and improving operational effectiveness.
- Skill in program analysis and strategic planning.
- Skill in managing multiple projects, including development and management of budget.
- Skill in managing the work of others, including leading and motivating managerial staff.
- Excellent written and oral communication and conflict resolutions skills
- Ability to direct team management and development and control an operating budget.
- Ability to work with Senior Executives.

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Director of Maintenance Operations

Department: Maintenance

Pay Grade: G8

FLSA Status: Exempt

Job Code: MNT002

Last Updated: 2/22/2024

POSITION SUMMARY

The Director of Maintenance Operations, reporting to the Vice President of Maintenance, oversees a team of 200 employees and manages an annual budget of \$28 million. This role is integral to ensuring the safe, efficient, and reliable operation of all airport facilities and systems. From automated airport systems to mechanical, electrical, plumbing, and beyond, the Director is accountable for maintenance across various domains, including aircraft boarding bridges, security, fire protection, baggage handling, HVAC, and fleet management.

POSITION ROLES & RESPONSIBILITIES

Strategic Planning and Budget Management:

- Develop and manage the department's \$28M operations budget.
- Identify necessary projects for facility, equipment, and system replacements.
- Establish organizational structures to fulfill departmental missions and facilitate employee development.

Operations and Maintenance Oversight:

- Plan, assign, and supervise subordinates' work, setting challenging standards and productivity goals.
- Ensure the efficient operations and maintenance of equipment and systems.
- Implement a cost-effective operation while prioritizing safety and security.

Leadership and Organizational Culture:

- Foster a strong, healthy, and equitable culture within the workforce.
- Encourage change, innovation, and diverse thinking across all staff levels.
- Promote broad employee involvement and engagement.
- Act as the Vice President of Maintenance when necessary.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Engineering, aviation-related field, business or public administration, or another related field.
- Six (6) years of progressive experience in managing maintenance operations at an airport, or in a comparable industry of similar size, with experience in mechanical design and construction oversight from inception to completion, including construction design software

LICENSES AND CERTIFICATIONS

- Facility Maintenance Professional (FMP) certification Preferred

KNOWLEDGE, SKILLS AND ABILITIES

- Understanding of maintenance practices, procedures, and techniques related to airport facilities, equipment, and systems.
- Knowledge of budgeting principles and financial management, including budget development, monitoring, and allocation of resources.
- Familiarity with relevant regulations, standards, and codes governing airport maintenance operations, safety, and security.
- Knowledge of leadership principles, team management, organizational development, and performance management.
- Understanding of mechanical, electrical, plumbing, HVAC, and other technical systems commonly found in airport environments.
- Knowledge of project management methodologies, including planning, scheduling, budgeting, and resource allocation.
- Understanding of risk assessment and mitigation strategies to ensure the safety and reliability of maintenance operations.
- Effective communication skills, both verbal and written, to convey information clearly and concisely to various stakeholders.
- Ability to lead and motivate a diverse team of employees, fostering a positive work environment and promoting collaboration and innovation.
- Strong analytical and problem-solving skills to identify issues, develop solutions, and make informed decisions.
- Ability to make sound decisions under pressure, considering various factors such as cost, safety, and operational impact.
- Excellent interpersonal skills to build relationships, negotiate effectively, and resolve conflicts diplomatically.
- Strong planning and organizational skills to prioritize tasks, manage multiple projects simultaneously, and meet deadlines.
- Proficiency in using maintenance management software, project management tools, and other relevant technology to streamline operations and enhance efficiency.
- Ability to effectively lead and manage change initiatives, adapting to evolving priorities and organizational needs.
- Commitment to delivering high-quality service and meeting the needs of internal and external customers.
- Flexibility to adapt to changing circumstances, priorities, and operational requirements in a dynamic airport environment.
- Ability to think strategically and align maintenance operations with organizational goals and objectives.
- Skill in building and maintaining effective teams, fostering collaboration, and empowering employees to achieve common goals.
- Ability to address conflicts and disputes constructively, promoting a positive work culture and maintaining productivity.
- Commitment to upholding ethical standards and promoting integrity, transparency, and accountability in all aspects of maintenance operations.
- Skill in managing relationships with various stakeholders, including airport authorities, vendors, regulatory agencies, and community members.
- Ability to remain resilient and composed in challenging situations, demonstrating perseverance and determination to overcome obstacles.
- Willingness to pursue continuous learning and professional development to stay abreast of industry trends, best practices, and emerging technologies

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HCAA is an EEOE and Drug-Free Workplace Program.

JOB POSTING**Director of Marketing**

POSITION OVERVIEW

Reporting to the Vice President of Marketing, this position is responsible for the overall strategic planning and implementation of all aspects of marketing and customer experience at the Tampa International Airport and General Aviation Airports. This position oversees the marketing staff, all community and co-op partnerships, internal campaigns, advertising plans, and all budgets relating to marketing services.

POSITION ROLES & RESPONSIBILITIES

Design, implement, and facilitate annual marketing plan for the firm.

Support and facilitate development and implementation of section business/marketing plans.

Work with a third party agency to develop strong brand identity and guidelines.

Translating business unit objectives and strategies to develop brand portfolio objectives, strategies and plans to facilitate growth.

Develop marketing strategy, based on knowledge of establishment policy, nature of aviation industry, and cost and markup factors.

Plan and administer the firm's Marketing Operations budget.

Negotiates with media agents and agency on record to secure agreements for translation of materials into other media.

Final department approval of materials prior to presentation to client and executive leadership.

Works closely with Air Service Development, Concessions, Parking and Operations to provide customer experience and client enhancement opportunities.

Works closely with legal to ensure proper oversight and adherence to policy for all promotional campaigns and trade partnerships.

Offer coaching for prospective client meetings, presentations, customer service trainings, surveys etc.

External communications and systems (social media, newsletter formats, website design).

Internal communications and systems (project management, client services, production)

Public relations efforts (community partnerships and customer data collection)

Manage external vendor and consultant relationships

Oversee client and prospect information, ASQ data, internal data reports, mailing list applications, access

to financial reports, passenger data, airline data, concessions data etc.

Supervise Airport and Passenger Marketing Managers, Event Manager, Experience Manager, Research and Evaluation Manager and their teams

Make staffing and hiring decisions within marketing department.

Build and develop a marketing team which is competent, commercially astute, dedicated and efficient

Manage day to day activity with marketing communications agencies

Develop and deliver insightful presentations and strategies to the business unit and executive committee where appropriate.

Ensure the integration of the business unit marketing function within that of the greater group, and ensure that the business unit optimizes its use of shared and support services

Assist the business unit to meet its objectives, live the values and culture and to practice company policies.

List the major items for which the incumbent is accountable.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from an accredited college or university
 - Bachelor's Degree In business, marketing, market research, or other related field
 - Of demonstrated experience in work directly associated with marketing.
-

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Director of Planning

Department: Planning & Development

Pay Grade: G8

FLSA Status: Exempt

Job Code: PD018

Last Updated: 12/18/2023

POSITION SUMMARY

The Director of Planning, part of the Senior Management Team within the Planning & Development Department and reporting to the Vice President of Planning & Development, oversees comprehensive planning activities for airport systems. This role spearheads the development and execution of Master Plans, long-range strategies, and Airport Layout Plans (ALP), while managing a team responsible for environmental compliance, sustainability, and resilience initiatives. Additionally, this position ensures alignment with regulatory standards set by the FAA and FDOT.

POSITION ROLES & RESPONSIBILITIES

Strategic Planning and Oversight:

- Assess and align airport system development with the Authority's long-term objectives.
- Develop and manage the annual capital improvement program, including project definition, budgets, and schedules.

Team Management:

- Supervise and direct Authority staff and consultants handling Master Plan updates, sustainability, resilience, and environmental activities.
- Manage teams related to NEPA compliance and environmental services.

Stakeholder Coordination:

- Liaise with internal and external airport stakeholders during project planning phases.
- Foster effective working relationships with other Authority departments, governmental agencies, and permit entities.

Project Coordination and Administration:

- Coordinate with the Director of Design throughout project development phases.
- Ensure compliance with all regulatory requirements during planning and design phases.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Planning, Engineering, Architecture, Airport Management, Airport Operations or other related field.
- Ten (10) or more years of progressively responsible experience in airport or large building planning and development.
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS AND ABILITIES

- In-depth understanding of airport planning principles, including Master Plans, Airport Layout Plans (ALP), and capital improvement programs.
- Familiarity with and knowledge of regulations set by the Federal Aviation Administration (FAA) and state transportation authorities (e.g., Florida Department of Transportation - FDOT).
- Knowledge of environmental regulations and compliance processes related to airport operations, including the National Environmental Policy Act (NEPA).
- Understanding of sustainable development practices and resilience initiatives in the context of airport planning.
- Demonstrate exceptional leadership skills, including the ability to lead and motivate a diverse team.
- Effective communication skills, both verbal and written, for conveying complex ideas and plans to a diverse audience.
- Strong understanding of airport facilities development, operations, and planning principles.
- Strong organizational skills to manage multiple projects, deadlines, and priorities efficiently.
- Ability to adapt to changing circumstances and priorities in a dynamic airport environment.
- Sound decision-making abilities, especially in high-pressure situations, considering long-term implications.
- Ability to understand, interpret, and respond to the needs and expectations of internal and external customers.
- Creative problem-solving skills to address challenges and adapt plans to changing circumstances.
- Skills in supervising and managing a team of professionals and consultants, fostering collaboration and productivity.
- Understanding of fiscal policies, budgeting procedures, and financial management within the context of airport planning.
- Knowledge of urban planning and land use regulations, especially as they pertain to airport facilities.
- Ability to build and maintain effective relationships with internal and external stakeholders, including government agencies, consultants, and airport personnel.
- Proficiency in project management methods and practices, including budgeting, scheduling, and risk management.
- Understanding of sustainable development practices and resilience initiatives in the context of airport planning.

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JOB POSTING**Director of Procurement Non Capital Programs**

POSITION OVERVIEW

Reporting to the Vice President of Procurement, this position is responsible for the procurement of all non-capital procurements, including contract and agreement negotiations for professional and non-professional services, managing the procurement processes for Requests for Proposals (RFP), Requests for Qualifications (RFQ), Invitation to Bid (ITB), Invitation to Negotiate (ITN), request for quotations (Quotes), sole source and government contract purchasing; and materials management including warehousing, inventory and surplus property disposition. The following positions report directly to the Director, Procurement – Non-Capital Program:

- Senior Manager of Non-Capital Program: This position oversees three Procurement Agents and is responsible for providing procurement support for 20+ departments, including Maintenance, Marketing, Operations, and Concessions and Commercial Parking utilizing Invitation To Bids (ITBs) and Quotes, as well as sole source, government co-operative contract purchasing, and direct purchase source selection methods. This position serves as the training administrator for the department and is responsible for Authority-wide staff procurement training, including an introduction to procurement, advance procurement, and requisition training. This position oversees spending limits for purchases, contracts, amendments, change orders, and renewals. This position is also the department lead for Enterprise Resource Planning system upgrades, patches, and issue resolution.
- Senior Manager of Non-Capital Program and Materials Management: This position oversees two Procurement Agents and is responsible for developing and facilitating complex procurements for 20+ departments, including Maintenance, Marketing, Operations, and Concessions and Commercial Parking, utilizing primarily Request for Proposal (RFP), Request for Quote (RFQ), and Invitation to Negotiate (ITN) solicitation processes. This position also acts as the primary lead for Procurement and Logistics operations during EOC activation and maintaining the department's continuity of operations plan. This position also oversees one Materials Manager and four Property Control Specialists responsible for inventory and warehousing management, including surplus property disposition.
- Supplier Relationship and Procurement Operations Manager: This position develops and maintains procurement operational processes, contract administration methods and tools, ePayment, eCommerce solutions, departmental standards, benchmarks, and awards, and also manages the Supplier Relationship Management (SRM) program. This position is also responsible for the Purchasing Card Program, including PCard holder training.

POSITION ROLES & RESPONSIBILITIES

Provide oversight and direction to employees

Oversee the development of solicitation documents, specifications, and contract documents

Develop departmental policies, procedures, and strategic planning documents

Ensure compliance with all federal, state, and local procurement requirements in the selection of contractors, concessionaires, consultants, and individuals providing services to the Authority

Represent the Authority and oversee the negotiation process of contracts, agreements, work orders, and change orders

Facilitate and oversee the technical proposal evaluation process

Coach, mentor, and develop staff

Analyze proposals and bids for responsiveness

Oversee procurement technology utilization, upgrade, testing, and issue resolution

- Acts as Vice President of Procurement as necessary
- Oversee property asset transfer and recommends surplus property disposition
- Analyze costs projections against industry best practices and current trends
- Oversee inventory management and inventory control

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In management, business, or a related field from an accredited college or university.
- Of progressively responsible experience in purchasing, contracts management and competitive procurement processes, of which at least five years must include experience in a public (government) organization
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Valid Class E driver's license Upon Hire Required
- Certified in Public Purchasing Certified Public Purchasing Officer (CPPO) certification by the Universal Public Purchasing Certification Council (other certifications will not satisfy this minimum requirement). Upon Hire Required
- Certified in Public Purchasing NIGP Certified Purchasing Professional Preferred
- Certified Professional in Supply Management (CPSM) Preferred
- Outstanding Agency Accreditation Achievement Award (OA4), National Procurement Institute's Achievement of Excellence in Procurement Award, Florida Association of Public Procurement Officials Achievement of Excellence in Procurement Award or other equivalent type of award or accreditation Required
- other equivalent professional certification Preferred

PREFERRED QUALIFICATIONS

- Master's Degree In management or business administration, or a related field from an accredited college or university.
- Managerial experience with an agency that has obtained the National Institute of Government Purchasing's Pareto Accreditation
- Experience in utilizing Oracle EBS and other automated procurement systems

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the principles and practices of purchasing and procurement within a public agency
- Considerable knowledge of Federal, State, and Aviation Authority rules and regulations governing procurement practices within a public agency
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations
- Ability to seamlessly plan and coordinate multiple activities occurring simultaneously
- Ability to accurately and meticulously maintain records and prepare technical reports
- Ability to communicate effectively orally and in writing
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public

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JOB POSTING**Director of Procurement, Capital Programs**

POSITION OVERVIEW

Reporting to the Vice President of Procurement, this position is responsible for the procurement of capital programs including contract and agreement negotiations for professional and non-professional services, managing the procurement processes for Requests for Proposals (RFP), Requests for Qualifications (RFQ), Invitation to Bid (ITB) and Invitation to Negotiate (ITN), and oversees the development of specifications and scopes of work. This position is also responsible for the management of the department's Business Office Management section. The following positions report directly to the Director, Procurement – Capital Program: Senior Manager – Capital Program: This position oversees one Procurement Agent and is responsible for the procurement of capital professional and non-professional services through the RFP, RFQ, ITN, ITB, and ITQs. Business Office Manager: This position is responsible for managing the administrative support section of the Procurement department including procurement processes for Board agenda; document control, preparation and formatting; department budget; supplier registration; and other departmental processes and support services.

POSITION ROLES & RESPONSIBILITIES

Provides oversight and direction to employees

Oversee the development of solicitation documents, specifications and contract documents for construction projects and professional service agreements

Ensuring compliance with all federal, state and local procurement requirements in the selection of design-builders, contractors, concessionaires, consultants and individuals providing services to the Authority

Represent the Authority and oversee the negotiation process of contracts, agreements, work orders and change orders

Facilitate and oversee technical proposal evaluation process

Develop departmental policies, procedures, and strategic planning documents

Coaches, mentors and develops staff

Analyze construction costs projections against industry best practices and current trends

Represent the Procurement department at Development Committee meetings

Analyze proposals and bids for responsiveness

- Acts as Vice President of Procurement as necessary

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In management, business, construction, or a related field from an accredited college or university.
- Of progressively responsible experience in purchasing, contracts management and competitive procurement processes, of which at least five years must include experience in a public (government) organization

LICENSES AND CERTIFICATIONS

- Possession of a Valid Class E driver's license. Required
- Must hold active Certified Public Purchasing Officer (CPPO) certification by the Universal Public Purchasing Certification Council (other certifications will not satisfy this minimum requirement). Required
- General contractor's license, class "A" Preferred
- Certified Purchasing Manager (C.P.M) Preferred
- Certified Professional in Supply Management (CPSM) Preferred
- Other equivalent professional certification Preferred

PREFERRED QUALIFICATIONS

- Master's Degree In management, business, construction or a related field from an accredited college or university.
- Managerial experience with an agency that has obtained the National Institute of Government Purchasing's Pareto Accreditation or Outstanding Agency Accreditation Achievement Award (OA4), National Procurement Institute's Achievement of Excellence in Procurement Award, Florida Association of Public Procurement Officials Achievement of Excellence in Procurement Award or other equivalent type of award or accreditation
- Experience in utilizing Oracle EBS and other automated procurement systems

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the principles and practices of purchasing and procurement within a public agency
- Considerable knowledge of Federal, State, and Aviation Authority rules and regulations governing procurement practices within a public agency
- Considerable knowledge of Federal and State grant assurances for contractual compliance
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations
- Ability to plan and coordinate multiple activities occurring simultaneously
- Ability to maintain records and prepare technical reports
- Ability to communicate effectively orally and in writing
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public
- Ability to use a computer and related software

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Director of Research and Air Service Development

POSITION OVERVIEW

Under the general direction of the Executive Vice President of Marketing, directs the execution of strategic and tactical plans to support and increase flights to existing domestic and international markets and attract prospective new airlines and destinations. Provides key leadership for the Airport by developing and exploring real-time business analytics and consumer data to inform short and long-range strategies and strategic initiatives that support all areas of the Airport business.

POSITION ROLES & RESPONSIBILITIES

- Directs the implementation and execution of the strategy to attract all airlines to this market and to increase flights in domestic and international markets. Reports on a regular basis on traffic trends globally and domestically. Develops and presents business case presentations to airline staff. Plans and tracks all Air Service Development sales calls
- Represents TPA at airline and industry meetings and trade shows related to Air Service.
- Leads the implementation of TPA's Air Service Incentive Program (ASIP).
- Develops market research to understand demographic and psychographic trends to inform business plans and initiatives.
- Mobilizes research to support Concessions, Parking, Planning & Development, Marketing and other departments to understand internal and external preferences and consumer sentiments by using qualitative and quantitative analysis tools.
- Develops periodic short and long term forecasts for the enterprise budget as well as planning support.
- Directs the preparation of budget requests and business plans and administers approved departmental budget. Directs and oversees contract consulting firms and authorizes expenditures.
- Interviews, selects, supervises, develops, and counsels subordinates in accordance with established policies.
- Develops and maintains survey databases on TPA airport customers, customer needs, and customer satisfaction.
- Coordinates Board approval process for Research and Air Service-related policy changes and contracts for services.
- Develops and manages Customer Relationship Management Systems.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Business, Marketing, Market Research, or other related field
- Eight (8) years of demonstrated experience in work directly associated with airline route economics, including route planning experience at an airline, as an airline or airport consultant, or similar experience in the Aviation industry.

KNOWLEDGE, SKILLS & ABILITIES

- Domestic and international airline passenger and air cargo operations and network decision-making processes to effectively represent the airport with airlines.
- Research methods and practices and relevant sources to gather data for tracking and analysis.
- Principles of passenger and air cargo carrier route planning to prepare proposals and presentations for current and potential TPA carriers.
- Fundamentals of Airport business operations and related Federal regulations.
- General principles of effective graphic design.
- Aviation regulatory affairs and airport airline use agreements.
- Strong working knowledge of airline route analysis tools (e.g. Diio, Sabre ADI, ARC, OAG)
- International travel and protocol
- Effectively lead teams of direct reports, related departments, and external partners.
- Track and analyze data and prepare presentations using a personal computer, including word processing, spreadsheet, database, and presentation software.
- Analyze a variety of demographic, psychographic, and travel propensity data.
- Communicate effectively in oral and written format to prepare and present presentations to airlines.
- Develop sophisticated cost comparisons using spreadsheets with formulas and lookup tables.
- Prepare visually-pleasing world-class marketing materials that support the Airport's brand strategy.
- Exercise sound independent judgment within general policy guidelines.
- Establish and maintain effective working relationships with those contacted in the performance of duties and to work as a team.
- Work under tight deadlines and coordinate several concurrent assignments.
- Travel, sometimes extensively, to meet with airline executives to deliver presentations and develop long-term partnerships.

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JOB POSTING

Electrical Maintenance Leader

POSITION OVERVIEW

Performs supervisory duties involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ROLES & RESPONSIBILITIES

Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.

Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.

Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from high school or possession of a GED Certificate
- Seven years of work experience in construction, maintenance, or the skilled trades; including One year of experience in a supervisory capacity.
- An equivalent combination of education, training and experience

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.

- Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Some knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Skill in supervising and performing routine repairs, maintenance, or construction of buildings, grounds, roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to work outside in a sub-tropical climate.
 - Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.
 - Ability to plan, organize and supervise the work of others.
-

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Electrical Maintenance Manager

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	2/27/2024 10:13:50 AM
Job Description Name:	Electrical Maintenance Manager
Position Title:	Electrical Maintenance Manager
Effective Date	10/28/2022
Pay Grade:	G5
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Senior Manager, Automated Systems
Job Category:	Manager
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	MNT008
Department:	Maintenance

POSITION SUMMARY

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical, electrical and electronic equipment.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.	0%
<ul style="list-style-type: none">Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.	0%
<ul style="list-style-type: none">Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.	0%
<ul style="list-style-type: none">Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.	0%
<ul style="list-style-type: none">Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.	0%
<ul style="list-style-type: none">Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.	0%
<ul style="list-style-type: none">Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.	0%
<ul style="list-style-type: none">Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.	0%

<ul style="list-style-type: none"> Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities. 	0%
<ul style="list-style-type: none"> Performs other related duties as required. 	0%

Required for All HCAA Positions

<ul style="list-style-type: none"> In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
<ul style="list-style-type: none"> Complies with all HCAA Policies, Procedures, and Standards.
<ul style="list-style-type: none"> Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred
Associate's Degree	In Construction Technology or an Engineering Technology	Required

Work Experience

Experience	Experience Details	Required/Preferred
	Of work experience in construction, maintenance, or the skilled trades	Required
	Of which must have been in a supervisory capacity.	Required
	An equivalent combination of education, training and experience	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
Considerable knowledge of the rules, regulations, and operational requirements of the organization to which assigned.	
Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.	
Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds and roadways, and related systems and equipment.	
Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.	
Working knowledge of record-keeping requirements.	
Working knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.	
Working knowledge of the organization's procurement system.	
Skill in overseeing and performing routine repairs, maintenance, or construction of buildings, grounds, or roadways, and related systems and equipment.	
Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.	
Ability to communicate effectively both orally and in writing.	
Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.	
Ability to collect, organize and evaluate data and develop logical conclusions.	
Ability to work outside in a sub-tropical climate.	
Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.	
Ability to work effectively with others.	
Ability to use a computer and related software.	

Knowledge, Skills, and Abilities

KSAs	Proficiency
Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.	
Ability to plan, organize and oversee the work of others.	

JOB POSTING

Electrical Maintenance Supervisor

POSITION OVERVIEW

Performs administrative duties overseeing maintenance and repair personnel engaged in skilled, specialized or technical trades work related to maintenance, repair or construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ROLES & RESPONSIBILITIES

Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.

Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.

Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.

Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.

Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.

Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Construction Technology or an Engineering Technology
- Of work experience in construction, maintenance, or the skilled trades
- Of which must have been in a supervisory capacity.
- An equivalent combination of education, training and experience

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules, regulations, and operational requirements of the organization to which assigned.
 - Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds and roadways, and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Working knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of the organization's procurement system.
 - Skill in overseeing and performing routine repairs, maintenance, or construction of buildings, grounds, or roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to collect, organize and evaluate data and develop logical conclusions.
 - Ability to work outside in a sub-tropical climate.
 - Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.
 - Ability to plan, organize and oversee the work of others.
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JOB POSTING**Electrician II**

POSITION OVERVIEW

The Electrician II position is a crucial role within an organization responsible for ensuring the reliable operation and maintenance of electrical systems and equipment. This position involves performing preventative and corrective maintenance tasks, troubleshooting electrical issues, and implementing repairs and upgrades to maintain optimal functionality.

POSITION ROLES & RESPONSIBILITIES**Preventative Maintenance:**

- Conduct regular inspections, tests, and maintenance procedures to identify potential electrical system failures or malfunctions. This includes checking electrical components, circuits, and control systems to ensure they meet safety and performance standards.

Troubleshooting and Repairs:

- Diagnose electrical problems using various testing equipment and techniques, and determine the appropriate course of action for repair or replacement. This may involve repairing or replacing faulty components, wiring, or connections to restore functionality.

Electrical Upgrades and Installations:

- Assist in the installation, upgrade, and modification of electrical systems and equipment. This may include installing new electrical circuits, upgrading existing systems to meet current codes and regulations, or integrating new equipment into the existing electrical infrastructure.

Safety Compliance:

- Ensure compliance with electrical safety regulations, codes, and standards to minimize risks and maintain a safe working environment. This includes adhering to lockout/tagout procedures, using personal protective equipment, and following established safety protocols during maintenance activities.

Documentation and Reporting:

- Maintain accurate records of maintenance activities, including work performed, parts used, and any relevant observations or recommendations. Prepare reports detailing maintenance activities, equipment conditions, and any potential hazards or improvements needed.

Collaboration and Communication:

- Collaborate with other maintenance team members, engineers, and supervisors to coordinate work schedules, prioritize tasks, and address complex electrical issues. Effectively communicate findings, recommendations, and progress updates to relevant stakeholders.

- Acts as a lead worker of subordinate staff.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- of commercial or residential electrician experience
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Valid Florida Driver's License Required

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of the principles of electricity.
 - Working knowledge of the functions and operations of commercial and industrial electrical equipment.
 - Working knowledge of safety requirements.
 - Working knowledge of the National Electrical Code.
 - Working knowledge of the materials and tools used in the maintenance and repair of electrical equipment.
 - Working knowledge of electrical industry standards.
 - Working knowledge of Cardio Pulmonary Resuscitation (CPR).
 - Skill in the use and care of electrical testing, diagnostic, and repair equipment.
 - Ability to work in confined spaces, on ladders, scaffolding, towers, and lift buckets up to a considerable height.
 - Ability to lift and carry up to 40 pounds.
 - Ability to distinguish differences in wire, cable colors, sizes, and types.
 - Ability and willingness to be in an on-call status and respond to call-outs, working non-standard duty hours and rotating shifts that include nights, weekends, and holidays.
 - Ability to follow oral and written instructions.
 - Ability to follow established procedures.
 - Ability to work effectively with others.
 - Ability to read and understand electrical diagrams.
 - Ability to operate a standard motor vehicle safely.
-

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JOB POSTING**Electrician III**

POSITION OVERVIEW

Electrician III is highly skilled in the installation, troubleshooting, and repairing of electrical equipment and medium to high-voltage power distribution systems typically found in a large industrial facility. The Electrician III will work in the area of airfield lighting systems and FAA compliance, 480-volt power distribution including backup power generation, 277 and 480-volt lighting systems, and underground utility locates, strong knowledge of electrical codes, and project inspection.

POSITION ROLES & RESPONSIBILITIES

Prioritization of work to ensure sensitive issues are addressed first, providing on-the-job training for junior technicians and supervising them on larger projects.

Supervise contractors and project inspections.

On standby duty on off-hour and weekend shifts, responding to various customer and tenant issues. Resolves problems, handle complaints and provides technical expertise in the area of assignment.

Understands and appropriately reacts to airfield lighting and signage issues and power distribution issues within the facilities. Must prioritize work and attend to critical issues first.

Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in constructing, repairing, and maintaining industrial power distribution systems and equipment. Provide OJT to subordinates.

Plans job layouts, estimates materials, determine equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to perform work assignments properly.

Completes preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Prepares and maintains manual and computerized reports, records, and logs related to the work performed and materials, equipment, and supplies used to provide an audit trail of activities.

Work effectively and productively on unsupervised shifts.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED

- An equivalent combination of education, training, and experience directly related to the essential functions of this position.
- of work experience in electrical construction and maintenance.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Some knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Skill in supervising and performing routine repairs, maintenance, or construction of buildings, grounds, roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to work outside in a sub-tropical climate.
 - Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.
 - Ability to plan, organize and supervise the work of others.
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Electronics Maintenance Manager

J o b D e s c r i p t i o n

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	2/27/2024 10:29:19 AM
Job Description Name:	Electronics Maintenance Manager
Position Title:	Electronics Maintenance Manager
Effective Date	10/29/2022
Pay Grade:	G5
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Senior Manager, Automated Systems
Job Category:	Manager
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	MNT009
Department:	Maintenance

POSITION SUMMARY

Performs supervisory and technical duties planning and directing the electronics section in maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical and electronic equipment.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Supervises the activities of employees and monitors contractors engaged in building maintenance and repair; installation, inspection, maintenance, and repair of air conditioning, heating, refrigeration systems, mechanical equipment, specialized equipment, pavements, outside structures, or major electronic systems. 	0%
<ul style="list-style-type: none"> Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment. 	0%
<ul style="list-style-type: none"> Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance. 	0%
<ul style="list-style-type: none"> Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments. 	0%
<ul style="list-style-type: none"> Prepares technical specifications for equipment acquisition. 	0%
<ul style="list-style-type: none"> Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards. 	0%
<ul style="list-style-type: none"> Performs other related duties as required. 	0%

Required for All HCAA Positions

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
	Graduation from high school or possession of a GED Certificate	Required

Work Experience

Experience	Experience Details	Required/ Preferred
	Of experience as the supervisor of either a construction work crew or in the area of facility maintenance and repair.	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
<p>Considerable knowledge of the principles, practices, methods, tools, materials, and equipment used in the maintenance and repair of one or more, of the following or a combination thereof: buildings and other physical structures, mechanical equipment and systems, vehicular and stationary equipment, or electronic systems.</p>	
<p>Considerable knowledge of codes, rules, regulations, and requirements pertaining to the area(s) of responsibility. Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.</p>	
<p>Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions. Ability to establish and maintain an effective working relationship with subordinates, peers, and others. Skill in the application of supervisory techniques.</p>	

POSITION OVERVIEW

Performs supervisory duties overseeing maintenance and repair personnel engaged in electronic trades work related to maintenance, repair or construction of electronic related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Oversees the activities of skilled maintenance personnel engaged in the construction, repair and maintenance of electroic and related systems and equipment.
- Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.
- Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Construction Technology or an Engineering Technology; and Seven years of work experience in construction, maintenance, or the skilled trades; and including two of which must have been in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE5 (\$20.96-\$39.23) –Non Exempt
Last update:	8/2018 Compensation

- Considerable knowledge of the rules, regulations and operational requirements of the organization to which assigned.
- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and oversee the work of others.

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The Aviation Authority-Tampa International Airport welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities, and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE5 (\$20.96-\$39.23) –Non Exempt
Last update:	8/2018 Compensation

JOB POSTING**Electronics Technician II**

POSITION OVERVIEW

An Electronics Technician is responsible for the installation, maintenance, and repair of electronic equipment and systems. They play a crucial role in ensuring the efficient operation of various electronic devices, ranging from consumer electronics to complex industrial systems. The position requires a strong understanding of electrical principles, technical expertise, and the ability to troubleshoot and solve problems effectively.

POSITION ROLES & RESPONSIBILITIES

- Installs, modifies, calibrates, tests, maintains, troubleshoots, and repairs, at the component level, diversified electronic equipment and associated subassemblies utilized in systems such as voice and data communications, fire alarm, access control, CCTV, public address, audio/video, intercom equipment, dispatch consoles, trunked radios, burglar alarms, automatic door openers, computer Uninterruptible Power Systems, and call stations.
- Conducts interdepartmental training as required and operator-level troubleshooting, installation, and configuration of life safety and security systems to include but not limited to surveillance equipment, keyless access components, intercom systems, IP address validations, radio communications, fire alarm components, and others as required.
- Performs regular preventative maintenance functions and building assessments, including physical inspection, digital reporting, and repair of all assigned systems.
- Monitors the operation of systems and controls to ensure compliance with regulatory agency's standards and specifications.
- Designs, constructs, assembles, and rearranges circuits and devices and performs other modifications to operation and test equipment, exhibits, and other devices.
- Collects, logs, and records data and readings and prepares reports as needed using work order management software.
- Inspects and coordinates work performed by authorized vendors or contractors to ensure projects meet scope of work, project specifications, guideline requirements, and warranty services.
- Responds as directed to emergency and non-emergency system failures, including life safety, security systems outages, and alarm calls.
- Collects and maintains an accurate inventory of all in-use equipment, maintain service records, upgrades, and warranty information.
- Responsible for maintaining confidential information.

- Responsible for maintaining regular communication with supervisor and management staff using email, mobile phones, regular team meetings, radios, portable devices, work order management system, and other communication tools.
- Performs continuous skills updates, training, and research to stay abreast of current and emerging related technologies and product enhancements.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree or higher degree from an accredited college or university with a major in an Electronics Technology or IT field.
- High School Diploma/GED with successful completion of a technical program, at least one (1) year in length, in an Electronics Technology or IT field from an accredited institution; and one year of experience in the installation, maintenance and repair of electronic equipment.
- High School Diploma/GED Two (2) years of experience in the installation, maintenance, and repair of electronics systems.

LICENSES AND CERTIFICATIONS

- Certified Associate Electronics Technician-IS CET Preferred
- CAT Commercial Audio Technician Preferred
- COMPTIA ITF+(Preferred
- COMPTIA NET+ Preferred
- RFID Radio Frequency Identification Technical Specialist Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Excellent customer service and troubleshooting skills.
- Working knowledge of electronics technology.
- Working knowledge of the function and operation of electronic controlling, measuring, recording, transmitting, testing, and diagnostic equipment.
- Knowledge of the laws and regulations governing operating standards and specifications of the area to which assigned. OSHA, IEEE, TIA, IEC/ISO, and FOA.
- Skill in electronic testing, diagnostic and repair tools, and equipment.
- Ability to detect, analyze, and repair electronic equipment and system malfunctions.
- Ability to read and understand blueprints, electronic diagrams, and schematics.
- Ability to work effectively with others.
- Ability to follow oral and written instructions.
- Ability to operate a standard motor vehicle safely.
- Strong understanding of IT principles and the ability to communicate technical concepts effectively.
- Strong working knowledge of Microsoft Windows Operating system, Microsoft Office suite products, Android OS, and Apple IOS.
- Excellent problem-solving, critical thinking, and troubleshooting skills.
- Maintains strong written and effective oral communication skills for both internal and external stakeholders, customers, and peers.
- Demonstrates attention to detail to ensure a successful resolution to customer requirements in a timely and cost-effective manner.
- Ability to work nontraditional working hours, including holidays and weekends.

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JOB POSTING**Electronics Technician III**

POSITION OVERVIEW

The Electronic Technician will modify, repair, and improve existing electronic products, equipment, and controls and will assist in developing new or updated electronic systems, components, or products.

POSITION ROLES & RESPONSIBILITIES

Installs, modifies, calibrates, tests, maintains, troubleshoots, and repairs, at the component level, diversified electronic equipment and associated subassemblies utilized in systems such as voice and data communications, fire alarm, access control, CCTV, public address, audio/video, intercom equipment, dispatch consoles, trunked radio systems, burglar alarms, automatic door openers, computer Uninterruptible Power Systems, and call stations.

Conducts interdepartmental training as required and operator-level troubleshooting, installation, and configuration of life safety and security systems to include but not limited to surveillance equipment, keyless access components, intercom systems, IP address validations, radio communications, fire alarm components, and others as required.

Performs regular preventative maintenance functions and building assessments, including physical inspection, digital reporting, and repair of all assigned systems.

Monitors the operation of systems and controls to ensure compliance with regulatory agencies' standards and specifications.

Designs, constructs, assembles, and rearranges circuits, and devices, and performs other modifications to operation and test equipment, exhibits, and other devices.

Collects, logs, records data, and readings, and prepares reports as needed using work order management software.

Inspects and coordinates work performed by authorized vendors or contractors to ensure projects meet the scope of work, project specifications, guideline requirements, and warranty services.

Responds as directed to emergency and non-emergency system failures, including life safety, security systems outages, and alarm calls.

Collects and maintains an accurate inventory of all in-use equipment, and maintains service records, upgrades, and warranty information, including ordering parts and coordinating services.

Responsible for maintaining confidential information.

Responsible for maintaining regular communication with supervisor and management staff using email, mobile phones, team meetings, radios, portable devices, work order management system, and other communication tools.

Performs continuous skills updates, training, and research to stay abreast of current and emerging related technologies and product enhancements.

Schedules assignments, supervises, trains, and provides technical guidance to subordinate technicians on systems design and operation, troubleshooting techniques, safety, and standards and specifications set by regulatory agencies.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree with a major in an Electronics Technology or IT field; and one year of experience in the installation, maintenance, and repair of electronic systems.
- High School Diploma/GED and successful completion of a technical program, of at least one (1) year in length, in an Electronics Technology or IT field from an accredited institution; and two (2) years of experience in the installation, maintenance and repair of electronic equipment.
- High School Diploma/GED and three (3) years of experience in the installation, maintenance, and repair of electronics systems.

LICENSES AND CERTIFICATIONS

- Certified Electronics Technician -ISCET, CEA, NARDA, NCEE Preferred
- CAT Commercial Audio Technician Preferred
- Industrial Electronics Preferred
- COMPTIA ITF+ Preferred
- RFID Radio Frequency Identification Technical Specialist Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Excellent customer service and troubleshooting skills.
- Excellent knowledge of electronic technology.
- Excellent knowledge of the function and operation of electronic controlling, measuring, recording, transmitting, testing, and diagnostic equipment.
- Excellent knowledge of the laws and regulations governing operating standards and specifications of the area to which assigned. OSHA, IEEE, TIA, IEC/ISO, and FOA.
- Excellent skill in the use of electronic testing, diagnostic and repair tools, and equipment.
- Ability to detect, analyze, and repair electronic equipment and systems malfunctions.
- Ability to read, understand and explain blueprints, electronic diagrams, and schematics.
- Ability to work effectively with others.
- Ability to follow oral and written instructions.
- Ability to operate a standard motor vehicle safely.
- Excellent understanding of IT principles and the ability to communicate technical concepts effectively.
- Excellent knowledge of Microsoft Windows Operating system, Microsoft Office suite products, Android OS, and Apple IOS.
- Excellent problem-solving, critical thinking, and troubleshooting skills.
- Maintains strong written and effective oral communication skills for both internal and external stakeholders, customers, and peers.
- Demonstrates attention to detail to ensure successful resolution to customer requirements in a timely and cost-effective manner.
- Ability to work nontraditional working hours, including holidays and weekends.

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Enterprise Risk Management Program Coordinator

POSITION OVERVIEW

The Enterprise Risk Management (ERM) Program Coordinator will perform administrative work, organizing and assisting with property, automobile, and liability insurance claims. The incumbent will coordinate gathering data for investigations, prepare and maintain files on claims and potential claims, process department invoices and requisitions, and draft correspondence to attorneys and carriers. Represent and advance the success of the Authority through their relationships with departments, contractors, attorneys, and other related entities. Have basic knowledge of insurance terms and incident reporting. Maintain a comprehensive understanding of department workflow processes and record keeping. Review insurance documents to identify basic requirements and assist in summarizing and resolving content. Maintain various complex logs and records, including those in department-specific software systems. Attend outreach meetings, safety committee meetings, and Authority events on behalf of the ERM team. The position supports ERM's department duties, responsibilities, and the Authority's ERM Program. NOTE: ERM Program Coordinators are responsible for the day-to-day administration and support of ERM activities as assigned. Employees may not regularly perform all listed responsibilities and may typically focus on a few of those listed below. However, all employees in the classification are expected to be able to effectively perform all duties, assist when needed, meet changing departmental workload needs, and serve as backup during absences. Duties and responsibilities, such as regular attendance, are not routinely listed in job descriptions but are also essential functions.

POSITION ROLES & RESPONSIBILITIES

- Processes and responds to calls into @askTPA or ERM Department while maintaining current directory and processes for assisting or redirecting for maximum customer service; collects contact information, pulls incident reports (Daily Debrief, TIAPD, Safety Citations), forwards or elevates calls to appropriate staff or departments.
- Organizes and supports work processes within the ERM Department to ensure delivery of services such as processing claims and establishing and maintaining claims files.
- Assists with and gathers required data for investigating incidents that could result in compensatory events or claims with the insurance carrier.
- Maintains incident tracking spreadsheets for processing of claims, monitors, and presents concerns or issues to management's attention, and assists in facilitating accurate and timely adjudication and settlement.
- Assists with recovering damages incurred by the Authority; investigates claims, initiates and coordinates with departments to support the costs and expenses associated with damages, processes and tracks recovery or restitution, and corresponds and maintains appropriate documentation.
- Coordinates meetings with in-house counsel for the discussion of open claims.
- Collects and maintains employee driver's license information. Monitors and validates employee driver's license compliance with the Department of Motor Vehicles. Coordinates with HR and other HCAA departments in accordance with Authority or ERM Department standard procedures.

- Supports ERM department's response to public records requests through a comprehensive understanding of department workflow processes and record keeping and compiles documentation for review before release.
- Drafts correspondence to attorneys and insurance carriers about claims or potential claims against the Authority.
- Composes and transmits professional communications (emails, memos, letters) to internal and external contacts and follows up for responses, as needed, related to insurance, claims, safety, business continuity, and insurance compliance.
- Assists in maintaining claims files and records. Sets up claim files in accordance with department standards, electronically files and records any mail and other correspondence into appropriate claims files.
- Assists management as needed in the administrative activities of the property and liability insurance renewal process
- Supports Airport safety initiatives, including participation on the Safety Committee, safety training, and procedures.
- Conducts weekly facility inspections.
- Performs various administrative duties.
- Prepare and submit invoice requests to Finance on reimbursable claims
- Process and enter invoices in MyHub (Oracle) for review to be processed for payment
- Maintain Vehicle spreadsheet of all Authority owned vehicles

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Associate's Degree in Business Administration or another related field.
- Three (3) years of experience in risk management, insurance, safety, or risk reduction
- Experience with Oracle and CLIO or cloud-based legal case management system

LICENSES AND CERTIFICATIONS

- Certified Claims Adjuster 6-20 All Lines Adjuster License within **one (1) Year - Preferred**

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge and understanding of risk management functions, insurance policies and processes.
- Knowledge of organizational and program promotional methods and procedures relating to administrative support.
- Knowledge of budget management practices and procedures.
- Ability to organize programs and special events.

- Ability to monitor, oversee and provide guidance to volunteers, clients, and other employees.
 - Ability to maintain files and records and prepare reports and correspondence.
 - Ability to use a computer and related software.
 - Ability to make presentations to large groups.
 - Ability to organize and multitask.
 - Attention to detail and high degree of accuracy.
-

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JOB POSTING**Equipment Mechanic II**

POSITION OVERVIEW

Performs inspections, maintenance, and minor and major repairs on automotive, construction, agricultural, 2 cycle and various small engine powered equipment.

POSITION ROLES & RESPONSIBILITIES

Troubleshoots and determines repairs for various types of vehicles and equipment.

Makes minor and major repairs to vehicles or equipment including disassembling, replacing and/or overhauling various equipment systems.

Operates various types of vehicles as required to complete proper maintenance.

Maintains preventative maintenance program.

May perform welding, minor body repairs and painting.

Completes maintenance reports and records.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from high school or possession of a GED Certificate
- An equivalent combination of education, training and experience
- Of experience repairing, and maintaining mechanical equipment such as automobiles, trucks or lawn equipment

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Required

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of the materials, tools, and methods used in the repair, maintenance, and servicing of gasoline and diesel vehicles and equipment such as automobiles, trucks, or lawn maintenance equipment.
- Working knowledge in the maintenance of gasoline and diesel engines, powertrains, chassis hydraulic, and other equipment-related systems.
- Working knowledge in basic equipment and electrical systems
- Working knowledge of troubleshooting and diagnostic techniques and methods.
- Working knowledge of parts requirements including ordering and recording.
- Knowledge of auto body repair techniques and methods.

- Skill in locating and correcting defects in mechanical equipment.
 - Skill in the use of shop tools.
 - Ability to safely operate motorized equipment.
 - Ability to read technical manuals and specifications.
 - Ability to climb, stoop, kneel, and crouch at ground level.
-

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JOB POSTING**Equipment Mechanic III**

POSITION OVERVIEW

The Equipment Mechanic III inspects, maintains, troubleshoots, and repairs automotive and related equipment. This position also involves overseeing the work of subordinate mechanics, acting as a Lead Worker, and managing the operation of a small repair shop or garage. The Equipment Mechanic III must possess a strong technical aptitude, excellent diagnostic skills, and the ability to provide technical assistance to subordinates. This role requires a working knowledge of vehicle systems, computer interfaces, and diagnostic tools. The incumbent must demonstrate expertise in repair procedures, possess strong organizational and leadership skills, and be able to work effectively in a fast-paced environment.

POSITION ROLES & RESPONSIBILITIES

- Inspect, maintain, troubleshoot, and repair automotive and related equipment.
- Oversee the work of subordinate mechanics, act as a Lead Worker, and provide technical assistance.
- Utilize computer interfaces and generic code scanners to troubleshoot vehicle systems and obtain trouble codes from the Engine Control Module (ECM).
- Perform minor and major repairs on vehicles and equipment, including disassembling, replacing, and overhauling mechanical systems.
- Manage the operation of a small repair shop or garage (if applicable).
- Check and maintain maintenance reports and records.
- Monitor preventative maintenance and safety programs to ensure proper equipment maintenance and adherence to safety measures.
- Make service calls as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Three (3) years of experience repairing and maintaining mechanical equipment, such as automobiles, trucks, or lawn maintenance equipment.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Possession of valid Florida Driver's License Upon Hire Required
- EVT Certification, or able to obtain within 6 months of hiring within 180 Days Required
- Automotive Service Excellence (ASE) Certification (A or T Series, Master preferred). Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of materials, tools, and methods used in the repair, maintenance, and servicing of various vehicles and equipment.
 - Considerable knowledge of troubleshooting and diagnostic tools, techniques, and methods of repair.
 - Working knowledge of parts requirements, including ordering and recording.
 - Knowledge of the functions, services, procedures, and regulations of the department.
 - Skill in demonstrating repair procedures to subordinates.
 - Skill in using shop tools.
 - Skill in using various test equipment to troubleshoot vehicle and equipment problems.
 - Ability to troubleshoot, maintain, and repair various types of vehicles and equipment.
 - Ability to operate motorized equipment.
 - Ability to plan, organize, and oversee the work of others.
 - Ability to document activities and maintain related records and logs.
 - Ability and willingness to work in a subtropical climate under adverse weather conditions and high noise levels.
 - Ability to climb, stoop, kneel, and crouch at ground level.
 - Ability to carry up to 75 pounds.
 - Ability to safely operate a motor vehicle.
-

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Executive Assistant-Marketing & Communications

POSITION OVERVIEW

The Executive Assistant provides administrative support for a Vice President (VP), and is responsible for the overall effective administration of the VP's office and its interactions with internal and external stakeholders. In managing the VP's overall calendar, the Executive Assistant understands priorities and uses good judgment to manage inevitable conflicts in requests for meetings and also is able to screen out or manage lower priority activities. The Executive Assistant to the VP interacts with the Leadership Team, Board members, staff, volunteers and stakeholders.

POSITION ROLES & RESPONSIBILITIES

- Manages EVP's calendar (internal and external activities), develop and/or organize materials and coordinate logistics for meetings. Creates contact reports and keeps track of next steps as appropriate.
- Draft and/or proof communications, correspondence, presentations, minutes, agendas and other administrative documents as needed for EVP
- Prepares and reconciles expense reports (including travel) expenses in electronic system on behalf of EVP
- Serves as liaison to the Leadership Team (EVP's direct reports)
- Manages the overall flow of information and communication about decisions from the EVP's office to staff and other members of leadership
- Create and maintain systems and procedures to ensure effective implementation of the EVP's directives
- Arranges complex travel plans for the EVP and other staff when required

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Business Administration, Public Administration or a related field
- Five (5) years Extensive experience in an executive administrative support position.

KNOWLEDGE, SKILLS & ABILITIES

- Advanced reasoning abilities are required to perform all essential accountabilities of this position.
- Exceptional verbal, written communication and interpersonal skills
- Excellent organizational skills for handling a variety of details and setting administrative and production priorities.
- Ability to work under pressure and can follow through to completion of assigned projects
- Ability to work in a flexible work environment that may require extra or varied hours
- Advanced knowledge, skill and ability of office management practices, current office technology and related computer programs including but not limited to Microsoft Office
- Demonstrated typing and computer related skills and the ability to communicate effectively orally and in writing.
- Must be able to work in a fast paced environment, work flexible hours, and have a strong attention to detail.

- Excellent organizational and interpersonal skills are required.
-

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JOB POSTING

Executive Assistant-Operations & Customer Service

POSITION OVERVIEW

The Executive Assistant provides administrative support for a Vice President (VP), and is responsible for the overall effective administration of the VP's office and its interactions with internal and external stakeholders. In managing the VP's overall calendar, the Executive Assistant understands priorities and uses good judgment to manage inevitable conflicts in requests for meetings and also is able to screen out or manage lower priority activities. The Executive Assistant to the VP interacts with the Leadership Team, Board members, staff, volunteers and stakeholders.

POSITION ROLES & RESPONSIBILITIES

Manages VP's calendar (internal and external activities), develop and/or organize materials and coordinate logistics for meetings. Creates contact reports and keeps track of next steps as appropriate.

Draft and/or proof communications, correspondence, presentations, minutes, agendas and other administrative documents as needed for VP

Serves as liaison to the Leadership Team (VP's direct reports)

Manages the overall flow of information and communication about decisions from the VP's office to staff and other members of leadership

Create and maintain systems and procedures to ensure effective implementation of the VP's directives

Arranges complex travel plans for the VP and other staff when required

Prepares and reconciles expense reports (including travel) expenses in electronic system on behalf of VP

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from an accredited four-year degree granting college or university in Business Administration, Public Administration or a related field
- Of extensive experience in an executive administrative support position.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated typing and computer-related skills and the ability to communicate effectively orally and in writing.
- Must be able to work in a fast-paced environment, work flexible hours, and have strong attention to detail.
- Excellent organizational and interpersonal skills are required.
- Advanced reasoning abilities are required to perform all essential accountabilities of this position.

- Exceptional verbal, written communication and interpersonal skills
 - Excellent organizational skills for handling a variety of details and setting administrative and production priorities.
 - Ability to work under pressure and can follow through to completion of assigned projects
 - Ability to work in a flexible work environment that may require extra or varied hours
 - Advanced knowledge, skill, and ability in office management practices, current office technology, and related computer programs including but not limited to Microsoft Office.
-

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Executive Vice President HR, IT & General Counsel

Job Description

Executive Vice President HR, IT & General Counsel

POSITION OVERVIEW

Reporting to the CEO and Authority Board Members, this position serves as the principal contact in all legal matters for the Aviation Authority. The incumbent is responsible for the performance of a wide variety of legal duties pertaining to all leases, contracts and agreements for the Authority, representing the Authority's interest in litigation, and rendering legal opinions. The General Counsel will manage all activities of the Department of Legal Affairs and oversee the preparation of all agreements relating to the Master Plan development program, including airline agreements, concession/commercial development agreements, land acquisition and ground leases, construction and consultant agreements and the lease of airport facilities at the Authority's four airports. The General Counsel will insure the legal sufficiency of contracts and agreements in accordance with federal, State, local and HCAA laws, rules and regulations. The incumbent will also be responsible for ensuring that contracts, leases and agreements clearly define the interests of all the parties involved; are consistent, accurately identify the tenant's obligations, outline concession performance standards and DBE goals and expectancies and represent the current regulatory environment. The General Counsel will provide legal opinions and advice to the CEO and Board Members on a wide variety of legal matters related to all aspects of the Aviation Authority from its governance to the management and operation of Tampa International, Peter O Knight, Plant City, and Tampa Executive Airports.

POSITION ROLES & RESPONSIBILITIES

Review and approval of all contracts, grant agreements, concession agreements, vendor agreements, labor agreements, user agreements, leases, easements, permits and similar documents.

Coordination of all legal issues with the Authority's CEO.

Draft and final preparation of contracts or other legal documents.

Representation in real estate transactions, including examination of land titles.

Representation in actual or threatened litigation or in any adversarial proceedings before Administrative agencies.

Liaison with legislative and executive representatives of County, State or Federal government agencies.

Provide services that fall in highly specialized areas such as bankruptcy, computer, environmental, public procurement and construction, third party liability claims, collection of delinquent accounts or tax law.

Oversee all outside legal service contracts.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- PhD Juris Doctor Degree from an accredited school of law and admission to the Bar of the State of Florida (or have similar credentials from another State that will be reciprocally honored by the Florida State Bar Association),
- Eight (8) years experience as a practicing attorney including extensive professional legal experience involving some branch of local government, experience in the Aviation Industry, or any equivalent combination of experience and training a must.
- Experience should reflect demonstrated knowledge and a thorough understanding of the laws as they relate to the sale and purchase of real property; rental and lease agreements; construction and contract administration; procurement; and, compliance with policies and procedures. The General Counsel will perform a wide range of legal services for the Authority and a thorough understanding of the requirements relating to the Public Sector environment is critical.

LICENSES AND CERTIFICATIONS

- ATT-JD - Attorney Upon Hire Required
-

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Executive Vice President Marketing & Communications

POSITION OVERVIEW

Reporting to the CEO, the Executive Vice President of Marketing will be responsible for developing and implementing a dynamic marketing and communications program which will proactively advance the interests of the Authority's policies and programs. This position will be responsible for providing leadership to a communication staff and will work closely with other program leaders and staff in helping implement a mission-focused, enterprise-level communications strategy. The Vice President will continually develop and improve communication approaches to advance the Authority's programs and initiatives. The Vice President will also work to align external stakeholders and consultants to leverage the Authority's visibility and brand in order to advance its policy and program initiatives. The Vice President will be an innovative, creative and strategic communications leader. The Vice President serves as a member of the senior management team and is responsible for the overall planning, budgeting, staffing, and evaluation of all communications activities consistent with policies established by the CEO and the Board.

POSITION ROLES & RESPONSIBILITIES

Continually develop and improve communications resources and approaches to advance the Authority's program strategies and initiatives.

Provides leadership for design, implementation, and management of issue-focused communication enterprise.

Develops strategic communications plans, both proactively and responsibly to breaking events.

Develops workable implementation plans; communicates changes effectively; build commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Effectively utilize social media and other online formats, as well as more traditional media/communications vehicles, to ensure information on the Authority is accurate, consistent and accessible to external audiences.

Efficiently communicate Authority image and positions to maintain or enhance credibility with key audiences; engage potential partners or allies who share similar goals; and, proactively engage critical stakeholders to advance the mission of the Authority.

Works in direct partnership with Authority's staff to mutually develop program-related communications strategies that are built into broader program plans and effectively utilize the Authority's other internal resources when appropriate.

Reinforce, train, and grow staff's capacity to effectively engage with key audiences about the organization's mission, program outcomes and goals in alignment with the Authority's core values.

Provide regular strategic and tactical communication support to CEO's Office and leadership in helping to advance critical goals and priorities.

Provide communications oversight of critical information relayed to the Board of Director's and provide counsel on strategic communications as needed.

Ensure all staff has access to useful and timely internal information about the Authority.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- B.A. in a related field
- Of experience in communications, public relations or other related field.

KNOWLEDGE, SKILLS & ABILITIES

- Proven capacity to communicate with, and successfully reach, culturally and ethnically diverse target audiences, especially within the nonprofit, policy, and/or philanthropic sectors.
- Looks for ways to fulfill the vision; shows commitment to the organizational mission and guiding principles; inspires respect and trust.
- Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Able to generate and deliver persuasive and clear verbal, graphic, and written communications.
- Outstanding interpersonal skills; must have credibility, good judgment, honesty, and integrity.
- Ability to listen and process complex information quickly.
- Ability to manage change with flexibility and grace.
- Initiative to solve problems with energy and a positive attitude.
- Able to anticipate, prioritize, and manage tasks while simultaneously demonstrating genuine respect for diversity and inclusiveness with multicultural sensitivity.
- Demonstrated and effective people management and employee development skills.

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Executive Vice President, Planning & Development and Maintenance

Department: Chief Executive Officer

Pay Grade: G10

FLSA Status: Exempt

Job Code: CEO007

Last Updated: 2/1/2024

POSITION SUMMARY

The Executive Vice President of Planning & Development, and Maintenance is one of the key members of the executive team, responsible for providing strategic leadership and direction to the Planning & Development and Maintenance Departments. Reporting directly to the Chief Executive Officer, this position plays a crucial role in overseeing the capital improvement, construction development, and overall maintenance of the Tampa International Airport facilities. The Executive Vice President of Planning & Development and Maintenance contributes to expansion and improvement initiatives and ensures safe and efficient facility operations. This role contributes to the organization's mission and values and fosters a working environment that reflects teamwork, excellence, vision, hospitality, and community.

POSITION ROLES & RESPONSIBILITIES

Strategic Planning and Vision:

- Lead and direct senior staff in strategic planning efforts to ensure alignment with the Authority's mission and values. Develop long-term plans for capital equipment and improvement projects and contribute innovative ideas for expansion and improvement initiatives.

Departmental Oversight:

- Provide guidance and direction to the Vice President of Planning and Development and the Vice President of Maintenance. Collaborate with the CEO in developing strategic plans and policies for the Authority's airports. Ensure consistent implementation of planning and development activities and capital construction projects.

Facilities Operations:

- Oversee the safe and efficient operation of airport facilities, ensuring a high level of customer service and passenger satisfaction. Monitor and manage facility and physical assets to provide world-class customer service. Advise on efficient staffing plans, specialty outsource contracting, consulting services contracts, and management approaches to achieve organizational goals.

Budget Management:

- Responsible for appropriate budgeting, monitoring, and management of funds and resources related to facilities. Prepare and manage annual budgets for personnel, equipment, and projects, with responsibilities exceeding \$100 million.

Culture and Leadership:

- Foster a creative, strong, healthy, and equitable culture across the workforce. Lead by example and maintain a servant leadership approach.

Innovation and Ideation:

- Encourage and navigate inspirational ideas and innovative processes that drive the organization's growth and development.

Ethics and Integrity:

- Exemplify and maintain a high level of ethics and integrity in all aspects of the role.

Leadership Demeanor:

- Display a leadership demeanor characterized by drive, purpose, and a commitment to achieving organizational goals.

Communication Skills:

- Possess excellent communication skills and the ability to relate and interact effectively with all levels of the organization.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in a relevant field (e.g., Engineering, Business Administration, Facilities Management)
- Eight (8) years of Proven experience in a senior leadership role overseeing facilities management, planning, and development in a large organization, preferably in the transportation or aviation industry.

PREFERRED QUALIFICATIONS

- Master's Degree in a relevant field (e.g., Engineering, Business Administration, Facilities Management)

KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of capital improvement projects, construction management, and maintenance operations.
- Demonstrated ability to develop and implement long-range plans, manage budgets, and achieve organizational objectives.
- Excellent leadership, interpersonal, and communication skills.
- A track record of fostering a positive and collaborative work environment.
- Strong problem-solving, decision-making, and analytical abilities.

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HCAA is an EEOE and Drug-Free Workplace Program.

Executive Vice President Operations & Customer Service

POSITION OVERVIEW

As the Executive Vice President of Operations and Customer Service, plays a critical role in shaping the overall passenger experience and operational efficiency at the Hillsborough County Aviation Authority airports. Responsible for leading a talented team and collaborating with various stakeholders to ensure our airports are safe and secure and provide exceptional customer service to all passengers.

POSITION ROLES & RESPONSIBILITIES

Strategic Leadership:

- Develop and implement strategic plans for airport operations and customer service to align with the company's overall goals and objectives.
- Provide visionary leadership and direction to the airport operations and customer service teams, setting clear goals and KPIs.

Operational Excellence:

- Oversee all aspects of airport operations, including terminal management, ground services, baggage handling, and security, to ensure smooth and efficient operations.
- Ensure compliance with all relevant regulatory requirements and industry standards.
- Drive efficiency and cost-effectiveness in airport operations while maintaining high safety standards.

Customer Experience:

- Elevate the passenger experience by implementing best practices in customer service, including improving check-in processes, waiting areas, and in-terminal services.
- Lead the customer service team to deliver exceptional passenger experiences at all touchpoints, from check-in to baggage claim.
- Develop and implement programs to continuously improve customer satisfaction and loyalty.
- Handle escalated customer issues and ensure timely resolution.

Budget and Resource Management:

- Develop and manage the budget for airport operations and customer service, optimizing resource allocation.
- Identify cost-saving opportunities without compromising on service quality.

Team Leadership and Development:

- Build and lead a high-performing team, fostering a culture of accountability, professionalism, and continuous improvement.
- Provide coaching, mentorship, and professional development opportunities to team members.
- Foster a culture of collaboration, accountability, and innovation.

Stakeholder Collaboration:

- Collaborate with government agencies, airlines, vendors, and other stakeholders to enhance airport services and address operational challenges.
- Collaborate with third-party vendors and service providers to ensure seamless airport operations and superior customer service.

- Establish and maintain strong relationships with key stakeholders, including government authorities, airlines, and industry partners.

Technology and Innovation:

- Drive innovation in airport operations by exploring and implementing new technologies and processes to improve efficiency and passenger satisfaction.
- Utilize data analytics and key performance indicators to assess operational performance and identify areas for improvement.
- Stay abreast of industry trends and emerging technologies to enhance airport operations and customer service.

Crisis Management:

- Develop and implement crisis management plans to respond effectively to emergencies or unexpected events at the airports.
- Ensure strict adherence to safety regulations, security protocols, and industry standards to protect passengers and employees.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Aviation Management, Business Administration, or a related field;
- Ten (10) or more years Proven track record in senior leadership roles within the aviation industry, with a focus on airport operations and customer service.
- In-depth knowledge of airport operations, regulatory compliance, and safety standards. • Strong leadership and team management skills with a history of building and motivating high-performing teams. • Exceptional communication and interpersonal abilities. • Strategic thinker with the ability to drive change and innovation. • Experience managing budgets and resources effectively. • Customer-centric mindset with a passion for delivering outstanding customer experiences.

PREFERRED QUALIFICATIONS

- Master's Degree Aviation Management, Business Administration, or a related field;

KNOWLEDGE, SKILLS & ABILITIES

- Aviation Industry Expertise: In-depth knowledge of the aviation industry, including airport operations, regulations, safety standards, and emerging trends.
- Airport Management: Understanding of terminal operations, ground handling, security protocols, and logistical aspects of running an airport.
- Customer Service Principles: A deep understanding of customer service best practices, including methods for measuring and improving customer satisfaction.
- Regulatory Compliance: Familiarity with local and international aviation regulations, as well as the ability to ensure compliance and navigate regulatory changes.
- Budget and Resource Management: Proficiency in budget planning, financial analysis, and resource allocation to optimize operational efficiency.
- Technology and Innovation: Awareness of the latest technologies and innovative solutions in aviation operations and customer service.
- Stakeholder Relations: Knowledge of stakeholder dynamics, including relationships with airlines, government authorities, vendors, and industry partners.
- Leadership: Strong leadership skills to inspire and lead a diverse team effectively, fostering collaboration, accountability, and a results-oriented culture.
- Strategic Thinking: The ability to think strategically, set clear goals, and develop and implement effective strategies to achieve them.

- **Communication:** Excellent verbal and written communication skills to convey complex ideas and strategies to diverse audiences, including staff, stakeholders, and the public.
 - **Problem-Solving:** Exceptional problem-solving skills to identify issues, analyze data, and develop innovative solutions to challenges in airport operations and customer service.
 - **Decision-Making:** Sound judgment and decision-making abilities, especially in high-pressure situations.
 - **Customer Focus:** A customer-centric mindset with a passion for delivering outstanding passenger experiences and a commitment to continuous improvement.
 - **Financial Acumen:** Financial analysis skills to manage budgets, assess cost-saving opportunities, and make data-driven decisions.
 - **Innovation:** A mindset that embraces innovation and a willingness to explore and adopt new technologies and approaches to enhance airport operations and customer service.
 - **Crisis Management:** Ability to manage and respond to crises and emergencies efficiently, ensuring the safety and satisfaction of passengers and employees.
 - **Networking:** Strong networking abilities to build and maintain relationships with key industry players and stakeholders.
 - **Global Perspective:** Understanding of the global aviation landscape and the ability to consider international factors in decision-making, especially for international airports.
 - **Team Building:** The ability to build and lead high-performing teams, fostering a collaborative and motivated workforce.
 - **Change Management:** Proficiency in driving change and implementing new processes, technologies, and strategies.
 - **Conflict Resolution:** Strong conflict resolution skills to address disputes and issues within the organization and with external stakeholders.
 - **Adaptability:** The capacity to adapt to evolving industry trends, regulations, and customer preferences.
-

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Executive Vice President, Finance and Procurement

Job Description

Executive Vice President, Finance and Procurement

POSITION OVERVIEW

The Vice President of Finance and Information Technology acts as the Chief Financial Officer and Chief Purchasing Agent for the Aviation Authority. The Vice President of Finance and Information Technology is responsible for directing all financial, and procurement activities for the Aviation Authority. The position oversees two departments and is responsible for ensuring completion of each department's goals; overseeing development and compliance with departmental procedures; monitoring the performance of each department; developing long-range strategies and directing the preparation of departmental operating and capital budgets. The Vice President of Finance and Procurement reports to the Chief Executive Officer. The following positions report directly to the Vice President of Finance, and Vice President of Procurement. Director of Finance – this position is responsible for directing the financial activities of the Authority, including preparation of financial statements and related external audit, calculation of rates and charges to airlines, coordination of issuance of debt, accounts payable, accounts receivables, budget, payroll, collections and inventory. Director of Procurement – this position is responsible for directing the purchase of supplies, materials, equipment, construction and professional and non-professional services for the Authority.

POSITION ROLES & RESPONSIBILITIES

Assisting the Chief Executive Officer and others with various financial analyses.

Coordinating the issuance of debt, including refunding bond issues, construction bond issues, commercial paper and other types of financing for capital improvements.

Interacting with the Authority's trustees related to bond covenants the administration of existing debt.

Directing the establishment and management of Authority banking and investments.

Ensuring compliance with all federal, state and local procurement requirements in the selection of contractors, concessionaires, consultants and individuals providing goods or services to the Authority.

Maximizing revenues and minimizing expenditures to protect the financial strength of the Authority.

Other duties and assignments as may be required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In accounting, business administration, public administration, management or related field

- Of senior-level experience in managing the accounting, investment and financial functions of a similarly sized organization in a position with significant organizational and budget responsibility, preferably at a medium to large size airport or other governmental organization
- Consideration will be given to experience in a similar role in a non-governmental organization.

PREFERRED QUALIFICATIONS

- Master's Degree In business administration or public administration
-

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Finance Revenue & Contract Administrator

POSITION OVERVIEW

Manages the billing rule function for the Authority, which entails translating terms/conditions of revenue contracts into the framework for an invoice. Performs highly technical and professional duties analyzing and developing improved managerial policies, practices, methods, procedures, and organizational structures. Duties involve providing and coordinating responsible technical and professional assistance to departments and agencies by reviewing and independently analyzing complex organizational structures, procedures, and existing programs to identify areas where corrective action should be implemented.

POSITION ROLES & RESPONSIBILITIES

Manages the billing rule function for the Authority, which entails translating terms/conditions of revenue contracts into the framework for an invoice. This also includes misc. Tenants and retiree billings.

Supports the revenue contract managers in ensuring that all contractual obligations are met while also ensuring that all billing information is up-to-date with the latest drawings/space usage

Independently tracks contract expiration, renewals, and amendments to ensure that the contract managers are appropriately adhering to board-approved contract terms.

Analyzes sales performance and investigates any variance between expected performance and actual performance. Ensures that revenue recognition is in line with the reported sales activities

Tracks surety/payment security requirements for Concessions departments

Records and reconciles public parking-book parking, ground transportation per-trip fee, and badging office activities.

Day-to-day contact for all credit card processing revenue streams (online payments, badging, pre-book parking, ground transportation), including management of customer disputes, chargebacks, refunds.

Manages all state sales tax and communication-related tax reporting and compliance.

Works together with the billing team to ensure an effective and efficient flow of communication and contract changes. Performs highly complex independent research studies and makes conclusive recommendations.

Manages contract related GASB87 compliance, including contract oversight and tracking in support of the Authority's annual external audit.

Manages retiree billing administration and oversight in support of the Authority's Human Resources department, including working with retirees on payment issues, questions, various support.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.

- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Finance, Accounting, or another related field.
- Seven (7) years Accounting, Finance, Finance-Related, Preferably receivables
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Strong written and oral communication skills.
 - Should have working knowledge of generally accepted accounting principles and expertise using the Microsoft suite of software products.
 - Should have working knowledge and experience managing and working within large-scale financial ERP systems.
 - Strong leading Business Users through Financial and Procurement out of the box functionality to support proof of concepts and new capabilities.
 - Knowledge around out of the box interfaces tables, APIs/Packages, base tables, seeded workflows in Oracle modules in 12.1.X and 12.2.X.
 - Ability to use word processing, spreadsheet, database, and related software applications.
 - Ability to read, comprehend, and apply job-related rules, policies, and procedures.
 - Ability to analyze accounting and fiscal data.
 - Knowledge of computer operations using accounting and spreadsheet applications.
 - Knowledge of governmental accounting principles, practices, procedures, methods, and theory.
 - Familiarity with performing job functions in concert with a major ERP system.
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Fixed Asset Analyst

POSITION OVERVIEW

Reporting to the Projects and Grants Finance Manager, the Fixed Asset Analyst will oversee the fixed assets function across the Authority, while driving process improvements. Performs analyst duties including managing the fixed asset system, reconciling modules to the General Ledger and preparing audit schedules.

COMPENSATION

WORKPLACE TYPE

- This hybrid position requires you to work at least three (3) days or more on-site in the office base on business needs.

POSITION ROLES & RESPONSIBILITIES

Creates and maintains fixed asset acquisitions, retirements and transfers in the Oracle Fixed Asset System.

Conducts annual physical inventory counts of the capitalized equipment.

Manages the fixed assets month end closing process.

Prepares interim and year end fixed assets audit schedules for the external audit. Point of contact for questions from the external auditors.

Calculates depreciation for capitalized assets.

Reconciles and balances the Oracle Projects Module and the Fixed Assets Module with the General Ledger.

Prepares and records the In-House Labor (P&D, Maintenance and ITS) charged to projects.

Manages all capital project fixed assets from substantial completion to final close.

Prepares the Recognized Net Investment (RNI) Schedule.

Prepares Schedule 6 (Estimated Capital Improvement Expenditures) for the Annual Budget Book.

First reviewer for project payables paid invoices and payment applications.

Assists with the implementation of new and upgraded systems to ensure adequate internal controls are in place.

- Assists departments in determining capital vs expensed equipment and equipment funded vs O&M.
- Prepares journal entries and posts transactions to proper accounts.
- Conducts analysis related to fixed assets as requested by management.
- Develops new and modifies existing accounting procedures (440.03, 440.05 & 440.06) to achieve operational efficiency.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of experience as a professional accountant
- An equivalent combination of education, training, and experience directly related to the functions outlined in this position

PREFERRED QUALIFICATIONS

- Bachelor's Degree In Accounting, Finance or Business

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of laws, rules, and policies governing accounting books, records, and accounts.
 - Knowledge of personal computers using word processing, spreadsheet, database, and various accounting software.
 - Ability to collect, organize and evaluate data and to develop logical conclusions.
 - Ability to analyze and audit accounting reports.
 - Ability to read, comprehend, and apply job-related rules, policies, and procedures.
 - Ability to develop computer-based spreadsheets, graphs, summaries, and reports.
-

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Fleet Maintenance Manager

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	2/27/2024 10:38:24 AM
Job Description Name:	Fleet Maintenance Manager
Position Title:	Fleet Maintenance Manager
Effective Date	10/29/2022
Pay Grade:	G5
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Senior Manager, Building and Grounds
Job Category:	Manager
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	MNT010
Department:	Maintenance

POSITION SUMMARY

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical and electronic equipment.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">Supervises the activities of employees and monitors contractors engaged in building maintenance and repair; installation, inspection, maintenance, and repair of air conditioning, heating, refrigeration systems, mechanical equipment, specialized equipment, pavements, outside structures, or major electronic systems.	0%
<ul style="list-style-type: none">Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.	0%
<ul style="list-style-type: none">Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.	0%
<ul style="list-style-type: none">Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.	0%
<ul style="list-style-type: none">Prepares technical specifications for equipment acquisition.	0%
<ul style="list-style-type: none">Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.	0%
<ul style="list-style-type: none">Performs other related duties as required.	0%

Required for All HCAA Positions

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
	Graduation from high school or possession of a GED Certificate	Required

Work Experience

Experience	Experience Details	Required/ Preferred
	Of experience as the supervisor of either a construction work crew or in the area of facility maintenance and repair.	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
Considerable knowledge of the principles, practices, methods, tools, materials, and equipment used in the maintenance and repair of one or more, of the following or a combination thereof: buildings and other physical structures, mechanical equipment and systems, vehicular and stationary equipment, or electronic systems.	
Considerable knowledge of codes, rules, regulations, and requirements pertaining to the area(s) of responsibility.	
Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.	
Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions. Ability to establish and maintain effective working relationships with subordinates, peers, and others. Skill in the application of supervisory techniques.	

JOB POSTING

Fleet Maintenance Supervisor

POSITION OVERVIEW

Performs supervisory duties overseeing maintenance and repair personnel engaged in the maintenance and repair of airport fleet vehicles and other mechanical airport support equipment. Repairs and maintains assets at a prescribed standard. Provides technical support to junior mechanics on complex problems and prioritizes and completes a large workload with available resources.

POSITION ROLES & RESPONSIBILITIES

Supervises the activities of skilled trades and maintenance personnel engaged in repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.

Plans, schedules, assigns, and reviews work. Provides training, coaching, performance management, and timekeeping for maintenance personnel.

Develops, analyzes, and updates maintenance policies and procedures to ensure an efficient, effective, and safe work environment.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determine equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.

Determines, schedules, and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Requisitions equipment, tools, and materials in a timely manner to ensure maintenance and construction schedules are met.

Assists in developing contract specifications and overseeing the performance of contracts in assigned areas to ensure construction and maintenance requirements are satisfied and services are completed according to specifications.

Answers questions and provides information related to work assignments, including resolving problems, handling complaints, and providing technical expertise in the area of assignment.

Prepares and maintains manual and computerized reports, records, and logs related to the work performed and materials, equipment, and supplies used to provide an audit trail of activities.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree
- An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific functions noted in the job description.
- of experience in fleet maintenance, construction, maintenance, or the skilled trades
- of experience as a supervisor

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules, regulations, and operational requirements of the organization to which assigned.
- Knowledge of accepted methods, practices, and procedures for repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Knowledge of equipment, tools, and materials used in repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Knowledge of safety practices and principles used in repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Knowledge of record-keeping requirements.
- Knowledge of laws, ordinances, rules, regulations, and standard operating procedures for repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs used in maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Skill in the use of tools and equipment used in maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods, kneel, bend, and climb in performing duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.
- Ability to plan, organize and oversee the work of others.

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GA Maintenance Lead

POSITION OVERVIEW

Performs supervisory or skilled work involving two or more trades in the construction, maintenance, and repair of buildings, equipment and facilities.

POSITION ROLES & RESPONSIBILITIES

Supervises and participates in the erection of small structures and the more complex alteration, repair and maintenance of plumbing, electric, and water systems and/or fixtures, brick, cement, HVAC, and carpentry work.

Supervise the work of skilled staff by scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.

Makes drawings or sketches for repair work.

Requisitions and maintains replacement parts in central stock to permit completion of repairs.

Drives a vehicle to and from work sites.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Four (4) years of experience as a skilled trades worker in two or more of the following trades: plumbing, electrical, carpentry, masonry, painting, or other skilled trades

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Possession of a valid Florida Driver License. Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of procedures and techniques utilized in various construction trades.
 - Considerable knowledge of the construction and maintenance of various types of buildings and facilities.
 - Considerable knowledge of airfield mowing and operation of heavy equipment.
 - Some knowledge of safety procedures and safety equipment.
 - Skill in the use of hand and electrical tools and equipment used in building and construction.
 - Ability to read and interpret blueprints and drawings.
 - Ability to prioritize work.
 - Ability to plan, organize and supervise the work of others.
 - Ability to work effectively with others.
 - Ability to perform a variety of physical tasks.
-

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GA Maintenance Operations Manager

POSITION OVERVIEW

The General Aviation Operations Manager is pivotal in ensuring the safe and compliant operation of all airfield activities under the purview of the Airport FAA, FDOT, and City and State regulatory bodies. This multifaceted role encompasses a wide range of responsibilities, from overseeing self-inspection programs and coordinating construction and maintenance efforts to engaging with governmental agencies and fostering seamless collaborations within the airport community. The General Aviation Operations Manager assumes a leadership role encompassing administrative, supervisory, and technical functions related to regulatory compliance within the General Aviation (GA) department. In addition to ensuring adherence to regulations, this role actively responds to incidents/accidents, handles special use permits and tenant work permits, and recommends proposed airport capital improvement initiatives to safeguard operational safety. The role's proactive engagement fosters effective communication and cooperation among airport tenants, external governmental entities, Authority leadership, and departmental teams, particularly concerning airfield operations, construction, and maintenance activities.

POSITION ROLES & RESPONSIBILITIES

Regulatory Compliance Oversight:

- Conduct meticulous inspections of runways, taxiways, ramps, and associated areas to ensure strict compliance with FAA, FDOT, and City and State regulatory standards, ensuring the ongoing safety of aircraft operations.
- Lead airport safety programs, initiatives, and other critical assessments to uphold top-tier safety standards.

Construction and Maintenance Coordination:

- Collaborate closely with the Maintenance Operations Manager to oversee daily airfield activities encompassing airfield maintenance work, construction projects, and the movement of aircraft and vehicles.
- Drive the general aviation compliance program by implementing and enforcing policies and procedures aligned with industry best practices.

Tenant Management and Regulatory Adherence:

- Monitor airport tenants and leased areas to proactively identify potential violations of Airport Rules/Regulations and other pertinent regulations.
- Ensure meticulous compliance with Federal and State airport certification regulations, maintaining our airport's status as a safe and reliable hub for aviation activities.

Governmental Liaison and Project Representation:

- Serve as the primary General Aviation representative for airport projects, effectively communicating our department's perspective and ensuring alignment with our operational goals.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Airport Operations Management, Business Administration, or a closely related field.
- Three (3) years of Proven expertise in general aviation airport operations, including the application of certification requirements and airport safety standards. Demonstrating familiarity with airport layout, design, and construction principles.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Possession of a Valid Florida Driver's License Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Exceptional leadership skills, capable of fostering teamwork, building consensus, and inspiring excellence among team members.
 - Deep understanding of Federal Aviation Regulations and the ability to interpret and apply them effectively.
 - Comprehensive knowledge of airport operations, maintenance, and related activities, ensuring optimal operational performance.
 - Proficiency in weather and NOTAM terminology used in Airport Operations, enhancing your ability to make informed decisions.
 - Previous experience as an Airport Operations Manager or Airport Operations Specialist is a strong advantage, showcasing your readiness for this role.
 - Thorough comprehension of federal, state, and local airport operations and security regulations, ensuring compliance and operational integrity.
 - Strong organizational skills enable you to lead teams, prioritize effectively, and drive projects forward independently.
 - Excellent analytical and decision-making capabilities, empowering you to evaluate programs, policies, and procedures for continuous improvement.
 - Superior communication skills, both written and verbal, essential for conveying complex information and building relationships.
 - Ability to prepare reports, maintain records, analyze data, and administer programs.
-

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POSITION OVERVIEW

Performs supervisory duties for Guest Experience department providing customer service to airport passengers. Position responsible for daily planning, coordinating, and supervising assigned Senior Guest Experience Representatives, Guest Experience Representative and administrative support, employees.

POSITION ACCOUNTIBILITIES

Note: The following position responsibilities are illustrative and not exhaustive. The position description is not intended to be, nor should it be construed as an all-inclusive list of the duties associated with the position. Management may require incumbents to perform job duties other than those contained in this document at any time. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Supervise the day-to-day operations of a medium sized unit/section, and coordinates and administers assigned programs and resources.
- Directs the allocation of resources to achieve timely outcomes and meet goals.
- Supervises and provides guidance and training to assigned staff; assign, monitor and review work; provides feedback to management on performance of team members.
- Reviews and acts on administrative and operational problems.
- Assist in the development of work standards and guidelines for assigned unit/section; implements goals, objectives, policies and procedures for assigned unit/section.
- Clarifies and resolves day-to-day issues regarding organizational policies, practices, programs and projects.
- Assesses staffing needs and identifies shortfalls; assist in interviews, recruiting and hires new staff.
- Coordinates with other departments and external agencies/departments to ensure efficient flow of communications and services.
- May represents the agency/department/division at meetings, functions, and events.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- Graduation from a high school or possession of a GED Certificate
- Two (2) years of customer service supervisory experience leading a team of five or more in a public contact capacity
- The ability to obtain CDL Class C driver's license within six-month probationary period
- Must be able to work nonstandard hours including weekends and holidays.

JOB SPECIFIC COMPETENCIES

- Working knowledge of Airport and community resources and available informational services.
- Ability to lead others effectively.
- Ability to maintain positive employee engagement.
- Working knowledge of office practices and procedures.
- Ability to develop and assign work schedules.
- Skill in making presentations to groups.
- Communicate effectively both oral and written.
- Working knowledge of Microsoft Word, Excel, and PowerPoint.
- Ability to work courteously and effectively with the public.

TPA MISSION STATEMENT

Department:	Guest Experience
Pos. No:	Multi
Pay Grade:	NE5: \$43,596.80-\$81,59.40
Last update:	3/23/2018 Compensation

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Department:
Pos. No:
Pay Grade:
Last update:

Guest Experience
Multi
NE5: \$43,596.80-\$81,59.40
3/23/2018 Compensation

JOB POSTING

Guest Experience Representative

POSITION OVERVIEW

Reporting to the Guest Services Supervisor, the Guest Experience Representative (GER) Performs informational and referral duties to assist the public in locating and/or accessing various services provided by Tampa International Airport and other community agencies. Performs informational and referral duties to assist guests while anticipating and responding to their needs to enhance the overall guest experience at Tampa International Airport.

POSITION ROLES & RESPONSIBILITIES

Provides information and assistance to Airport guests concerning the use of the facility, available services, local attractions, and flight information.

Provide direction and assistance to incoming international passengers in the Federal Inspection Station and formulates detailed reports to Aviation Authority staff on significant observations. Follow up on reported issues to ensure that the problem has been corrected.

Conducts educational walking tours of the Airport terminal for schools, groups, and community organizations.

Conducts educational bus tours of the airfield for school groups and community organizations.

Monitors escalators, elevators, shuttle cars, and the monorail system concerning accidents and outages.

Provides VIP tours as necessary.

Acts as an official representative of the Aviation Authority at school fairs, festivals, and community functions. Maintains a booth or display, providing literature and promotional items.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of customer service experience in a public contact capacity.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of Airport and community resources and available information and service sources.
- Working knowledge of office practices and procedures.
- Skill in making presentations to groups.
- Ability to deal courteously and effectively with the public.
- Ability to communicate effectively both orally and in writing.

- Ability to organize and maintain files and records.
 - Ability to operate general office equipment.
 - Ability to work effectively with others.
-

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POSITION OVERVIEW

Under the supervision of the Senior Manager - Employee Relations and Talent Acquisition, the Human Resources Business Partner will function as an administrative support resource, technical data analyst, and cooperative Human Resources team member providing the best customer service, with specific knowledge of the administration activities of a Human Resources department. The core responsibility of the Human Resources Business Partner is providing information to employees regarding policies and procedures as well as providing general administrative and project support to the Director of HR and the HR staff.

POSITION ACCOUNTABILITIES

Note: *The following position responsibilities are illustrative and not exhaustive. The position description is not intended to be, nor should it be construed as an all-inclusive list of the duties associated with the position. Management may require incumbents to perform job duties other than those contained in this document at any time. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.*

- Provides overall administrative and project support to the HR department, including processing documents, records requests, data collection and maintenance of physical and electronic personnel records.
- Triages incoming HR requests, responds to employee questions, and escalates more complex issues to the appropriate HR subject matter expert (SME).
- Complete cross training across all HR disciplines to provide functional overflow support for high-volume periods in benefits, recruiting, training and development, innovation, employee relations, and general HR.
- Provides support to for recruiting by posting jobs, scheduling interviews, pre-screening applicants, processing new hire information.
- May be responsible for full cycle recruitment of some positions.
- Assists with projects such as; annual HR events, employee communications, and Authority-wide meetings.
- Input, review, and format human resources data for entry into the HRIS which impact data maintenance, including mass data updates.
- May assist in maintenance, troubleshooting and design of HRIS upgrade and other HR computer applications and systems.
- Processes requisitions, purchase orders, expense reports, and invoices for the Human Resources department.
- Maintains discretion in matters of confidentiality.
- Establish strategic relationships across like-agencies such as public-sector and airports.
- Conduct research and maintain HR benchmarking reports and dashboards to facilitate HR strategic decision making and recommendations to senior leadership team.
- Create and run ad hoc reports from HRIS using knowledge of HR disciplines to review and ensure data integrity.
- Facilitate documentation and maintenance of Standard Procedures guide for all HR disciplines.
- Analyzes current policies and procedures in contrast to benchmarks and provides comparative data to support strategic decision making.
- Provides investigative support for employee and labor relations matters.
- Serves as a Hearing Officer for pre- disciplinary hearings.
- Performs system maintenance as needed and ensures accuracy of data in compensation system.
- Supports system maintenance and ensures accuracy of data in applicant tracking system.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a degree in Business Management, Business Administration, Public Administration, or Social or Behavioral Science or an equivalent combination of education, training and experience that would reasonably be expected to provide the job specific competencies noted below.

The ideal candidate will have 3 to 5 years of HR general administration, recruiting, benefit administration, and knowledge of Oracle E-Business Suite or other comparable HRIS. Possession of, or the ability to obtain within one year, a Professional in Human Resources (PHR) or SHRM-CP certification is strongly preferred.

JOB COMPETENCIES

- Knowledge of the principles and practices of human resource administration.
- Knowledge of human resource processes and transactions
- Knowledge of Federal, State, and local laws and regulations affecting human resource management.
- Ability to conduct research, collect and interpret data and compile statistical reports.
- Ability to interpret and apply human resource rules, regulations, and laws.
- Ability to schedule, coordinate recruiting activities.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Ability to multitask while maintaining accurate and timely deliverables.
- Advanced level of skill set using Microsoft office products such as Outlook, Word, Excel and PowerPoint.

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Department: Human Resources
Pos. No:
Pay Grade: E3: \$65,500 – \$136,200
Last update: 03/2021 Talent Acquisition

POSITION OVERVIEW

This position will be engaged in professional desktop and field support work which is tier 1 to tier 2 in nature in the ITS (Information Technology Services) Department including basic technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on field and desktop related projects of limited scope and complexity. Employees in this class are expected to support the resolution of basic work problems and tasks under close supervision in one or more of the following areas: service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Client & Field Services Manager.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Demonstrates basic knowledge in at least one of the departmental section disciplines: network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

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- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Basic skill in the application of theory in desktop
- Basic skill in applying new technologies, soft skills and procedures.
- Basic ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others
- Ability to understand and trouble shoot the currently supported Windows operating systems
- Basic skill in trouble shooting Microsoft Office products
- Basic skill in desktop software installation

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Two years of information technology experience in basic to intermediate user support of desktops, applications, mobile devices, printers, peripherals and cabling.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ or Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPETENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.

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- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists a more senior team member in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in use and application of reference materials to support resolution of standard problems.
- Basic skill in the application of theory in resolving problems.
- Basic skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force on an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

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The Aviation Authority-Tampa International Airport provides equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental

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disability, age, sexual orientation, membership or non-membership in an employee organization, or on the basis of personal favoritism or other non-merit factors.

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POSITION OVERVIEW

This position will be engaged in professional information technology work installing and configuring wired and wireless network system hardware and software, as well as maintenance and repair of issues with various network hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes basic to intermediate wired and wireless technical support of network hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on network related projects of limited scope and complexity. Employees in this class are expected to support the resolution of basic to intermediate work problems and tasks under close supervision in one or more of the following areas: switches, routers, firewalls, controllers, access points, network appliances as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Demonstrates basic to intermediate knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic to intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.

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- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of Cisco switching environments
- Knowledge of Cisco routers, Wireless and Voice over Internet Protocol
- Knowledge of IP schemas and subnetting
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Some knowledge of
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Two years of information technology experience in basic to intermediate support of switches, routers, firewalls, controllers, access points, network appliances and monitoring tools.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA Network+ or Cisco CCNA preferred.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPETENCIES

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- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

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Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

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Crawling: moving about on hands and knees or hands and feet.

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

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Repetitive motions: making frequent movements with a part of the body.

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The Aviation Authority-Tampa International Airport provides equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership or non-membership in an employee organization, or on the basis of personal favoritism or other non-merit factors.

The Aviation Authority-Tampa International Airport welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities, and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

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ABOUT TAMPA INTERNATIONAL AIRPORT

Tampa International Airport is widely regarded as America's Favorite Airport and was recently named the #1 Large Airport in North America by J.D. Power. As the premier gateway for the West Coast of Florida, TPA serves more than 23 million passengers annually and serves as a top economic engine for the Tampa Bay region and the state of Florida.

The Hillsborough County Aviation Authority, which operates and maintains TPA and the county's three general aviation airports, is always seeking the very best people to serve its passengers, community, and fellow employees. Named a Tampa Bay Times Top Workplace in Tampa Bay for five straight years, the Authority has more than 650 employees in more than 20 departments, representing a talented, diverse, and engaged workforce. The organization offers excellent health, dental, vision, and retirement benefits, competitive pay, paid parental leave, Health and Dependent Savings Accounts, wellness reimbursement, training opportunities for career advancement, and much more. The Authority holds strong to its mission of serving the region and operates daily on five values: Teamwork, Excellence, Vision, Hospitality, and Community.

Join an award-winning team and see why Tampa International Airport and the Aviation Authority are among the most beloved institutions and workplaces in the Tampa Bay area.

POSITION OVERVIEW

This is a minimally experienced level position designed for an individual that is eager to grow and learns quickly and has several years of desktop experience. This position will perform IT technical work on all passenger processing applications and innovation projects as needed. This individual will need two-to-three-years of desktop support experience and be able to manage the real time scope and complexity of the Common Use and Passenger Processing environment. Employees in this class are expected to analyze as well as resolve a wide variety of unique and sometimes challenging problems and tasks under little to no supervision. Desktop support, peripheral support, mobile device support, application support, airline common-use hardware and software support, E-Gate, E-Gate Biometric, Kiosk, self-service bag drop, and working with the network team for network support are all requirements of this position. This position will be engaged in professional work which is critical in nature in many instances is the face of the ITS (Information Technology Services) Department. In addition to managing basic as well as complex technical support of hardware and software services in information technology department they will be required to understand the severity of our customer issues and escalate within the ITS management and technical chain. Work requires creative and original thinking and is performed under the leadership of the senior ITS staff.

COMPENSATION

- Starting salary is \$68,000.00 to \$74,000 based on experience.

WORKPLACE TYPE

- This is an exempt position and may require additional hours exceeding 40 hours from time to time based on the issue at hand and will be 100% onsite support work.

POSITION ROLES & RESPONSIBILITIES

- Provide operational and technical support to clients relating to firm equipment.
- Manage ongoing maintenance and deployment of new hardware and software for the device life cycle.
- Monitor and update service requests and incidents within the IT Service Management (ITSM) tool.
- Provide on-site service support, installation, and configuration for all devices associated with the equipment listed in the position overview.
- Act as an escalation point to the Tier 2 group regarding any application – or hardware–related inquiry or issues relating to Microsoft Office, Windows OS, Citrix-based solutions, and smart devices.
- Imaging of desktop and laptop computers—knowledge of System Center Configuration Manager (SCCM) is a plus.
- Prepare workstations, including the setup and configuration of laptops and desktops.
- Interface with hardware vendors to facilitate repair and installation.
- Continually evaluate opportunities to improve efficiency and effectiveness when resolving issues.
- Answer Service Desk phone calls to assist clients during non-supported Service Desk hours.
- Support and maintain user account information, including rights, security, and systems groups as needed.
- Setup, configure, and provide maintenance to corporate devices during non-business hours.
- Document, maintain, upgrade, and replace hardware and software systems for desktop and peripheral equipment.
- Maintain, analyze, troubleshoot, and repair computer systems, hardware, and computer peripherals, including mobile devices.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee’s department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- A minimum of two (2) years of applicable information technology experience in user support of desktops, applications, mobile devices, printers, peripherals, cabling preferred.
- A minimum of one year of Common Use support experience preferred.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- CompTIA A+ Certification Preferred
- CompTIA Network+ Certification Preferred

- MCDST - Microsoft Certified Desktop Support Technician Preferred

PHYSICAL DEMANDS

- Eye/Hand/Foot Coordination - Rarely
- Hearing - Frequently
- Reaching - Occasionally
- Repetitive Motions - Frequently
- Sitting - Constantly
- Squatting - Occasionally
- Standing - Occasionally
- Typing - Constantly
- Walking - Frequently
- Carry up to: 10lbs. - Occasionally
- Lifting up to: 10lbs. - Occasionally
- Pulling up to: 10lbs. - Occasionally
- Pushing up to: 10lbs. - Occasionally

WORKING CONDITIONS

- Computer Monitor - Constantly
- High-Pitched/Loud Noises - Rarely
- High-Stress Level - Occasionally
- Moving Mechanical Parts - Occasionally
- Needles Or Other Sharp Objects - Rarely
- Potential Electrical Shock - Rarely
- Vibration - Rarely
- X-Ray/Electro-Magnetic Energy - Rarely

TRAVEL REQUIREMENTS

- Local - <25%
-

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The Aviation Authority-Tampa International Airport is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Accounts Payable Supervisor

POSITION OVERVIEW

The Accounts Payable Supervisor oversees an accounts payable team, processes invoices and payments, and manages expense accounts and expense reports. This position is responsible for supervising and operating the accounts payable module of the Oracle Financials ERP System. Work involves the computerized processing, maintenance, and independent judgment in researching and reconciling discrepancies, reporting and analyzing complex financial records involving financial (AP) accounting, and assuring compliance with accounting standards and established policies and procedures. Duties require constant interface with a complex automated and integrated system, departmental staff, information technology specialists, auditors, and internal and external customers. Work further requires independent judgment and initiative in identifying and resolving problems that arise from these activities.

POSITION ROLES & RESPONSIBILITIES

Supervise staff responsible for processing invoices, expense reports.

Prepare and provide training to users of Oracle applications related to areas of responsibility.

An understanding of financial statement presentation as well as double entry bookkeeping.

Familiarity with generating adjusting journal entries.

Answer questions and resolve problems with staff, other departments, and suppliers.

Assist in developing and presenting policies, procedures, and training programs to all levels of staff.

Maintain custom tables utilized by Oracle applications in areas of responsibility.

Analyzes expense reports and other invoices for accuracy and eligibility for payment.

Reconciles accounts payable total to the general ledger along with other applicable records (e.g., subsidiary AP ledger).

Ensures proper maintenance, filing, and storage of records in case of audits.

Analyzes expense reports and other invoices for accuracy and eligibility for payment.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree in Accounting, Finance, or related field

- Five (5) years experience in accounting, bookkeeping or financial record keeping in a centralized accounting office with a direct impact on the general ledger or sub-ledgers.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Accounting, Finance, or related field

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of governmental accounting principles, practices, procedures, financial recordkeeping, and budgeting.
 - Knowledge of accounts payable business practices and procedures, accounting systems, expenditure, or revenue source documents, as well as general ledger and related accounting procedures.
 - Knowledge of laws, rules, and policies governing assigned functional accounting area.
 - Ability to use ERP accounting systems and spreadsheet applications.
 - Ability to analyze transactions and reports and make appropriate correcting entries.
 - Ability to post, balance, and reconcile financial accounts and records.
 - Ability to read, comprehend, and apply job related rules, policies, and procedures.
 - Ability to prepare financial and statistical reports.
 - Basic accounting knowledge, including debit/credits, general ledger structures
 - Ability to handle multiple tasks and assignments and deadlines
 - Strong verbal and written communication skills
 - Ability to provide excellent customer service skills
 - Ability to be accurate and detail oriented
 - Ability to work in fast paced and high-volume manufacturing environment
 - Strong ability to build relationships with third party vendors and resolving complex AP requests
 - Strong ability to develop and motivate team members
 - Strong ability to plan and execute small to medium projects
 - Strong understanding of Accounts Payable related tax processes (1099's and withholding tax)
-

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Accounts Receivable and Revenue Control Finance Manager

Job Description

Accounts Receivable and Revenue Control Finance Manager

POSITION OVERVIEW

Reporting to the Director of Financial Planning & Analysis, the Accounts Receivable and Revenue Control Manager is responsible for managing all aspects of the accounts receivable billing and serves as the subject matter expert and daily oversight of the financial billing and property management system, Amadeus PROPworks. Effectively manages the collections process for all Authority tenants, including coordination with Authority contracting departments to ensure adherence to the approved collections procedure. As a super-user, the Accounts Receivables & Revenue Control Manager provides expertise, leadership, and guidance to the Authority's staff, managing, developing, implementing, interpreting, enforcing, and explaining the PROPworks billing system. Reviews and analyzes all new and existing tenant agreements for proper audit, compliance, and financial language, as well as adequate input into our billing system to ensure the Authority receives the appropriate revenue in compliance with the contract language. The Accounts Receivable and Revenue Control Manager interacts with all levels of Authority staff and management and property management and accounting representatives from all Authority billed tenants. This position requires fast-paced, independent decision-making ability, which is needed to resolve various billing and collections issues that arise throughout the day. This position also exercises considerable independent judgment in interpreting all aspects of contracts/agreements and the ability to understand the interaction between the intentions of the contract, the billing system, and proper accounting principles. In addition, this person must exhibit a proactive willingness and ability to help integrate new financial system technologies that enhance and streamline all monthly billing processes while maintaining the highest level of customer service and compliance. This position requires the ability to clearly and effectively communicate with all levels of customers, both internally and externally, while maintaining a professional demeanor despite sometimes tense conversations.

POSITION ROLES & RESPONSIBILITIES

- Manages and oversees the \$260 million+ annual accounts receivable billing for the Aviation Authority. Oversees accurate billing of all invoices types created by Aviation Authority for areas including but not limited to:
Activity/Overage Fees, Employee Parking, FBI/Badging Fees, Monthly Ground/Lease Rent, & Utilities

Manages monthly collections process from start to finish. This requires continuous communication with internal and external partners regarding past due invoices and what is needed to remedy the issues and collect the revenue.

Effectively manages workload for all A/R related activities with Sr. Accountant to ensure all monthly closing deadlines are met through an efficient work load for each member of the staff.

Ensures accuracy of monthly activity reports submitted by a variety of tenant partners including but not limited to:
Airlines, Concessionaires, Charter Buses, Duty Free Operators, Fixed Base Operators (FBOs), Ground Handlers, Hotels, Off-Airport Parking Operators & Rental Cars

Oversees annual audit process for all billable tenants to ensure that required external audits are submitted in accordance with terms of their agreement and that all necessary credit/amount due calculations and billings are correct and completed

Annually provides all necessary schedules in a timely manner to Aviation Authority's external auditors for

completion of Interim and Final Financial Audits.

Generate statistical reports used by both internal and external customers for purpose of tracking past, present, and future passenger performance.

Understands from the root up, the complexities and calculations of the billing rules and basis for the billing system. Easily identifies concerns/issues within billing calculations/invoicing as well as solutions to fix the problems.

During financial system upgrades, thoroughly tests all aspects of billing system's new functionality and technology improvements to ensure that the authority will still receive both the optimum and maximum Authority after implementation has been completed.

Serves as functional expert (super-user) for Aviation Authority in regards to the billing system. Interacts with internal IT staff and both external system consultants and system provider to ensure that existing system and future releases meet the needs of the Authority as well as the greater airport revenue management industry.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree From a recognized four-year college or university with a major in accounting, finance/financial planning or closely related field
- Five (5) years Of increasingly responsible accounts receivable, accounting and/or financial experience.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Should have working knowledge of generally accepted accounting principles and expertize using the Microsoft suite of software products.
- Should have working knowledge and experience managing and working within large-scale financial ERP systems.
- Strong written and oral communication skills.
- Thoroughly understand basic General Ledger accounting concepts.
- You have advanced Excel, data management and Microsoft Word skills
- Strong financial acumen and ability to present issues clearly and concisely
- Advanced Excel and data manipulation skills
- Proficiency in Oracle or other comparable ERP system
- Excellent interpersonal skills with focus on operating as a trusted partner and team member in a fast evolving, ever-changing environment.
- Outgoing personality, with excellent communication skills, both written and verbal

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JOB POSTING**Administrative Assistant**

POSITION OVERVIEW

Performs various complex administrative/secretarial duties, under general supervision, supporting the Maintenance and Planning and Development departments.

POSITION ROLES & RESPONSIBILITIES

Performs various complex administrative, secretarial, and confidential functions and duties.

Composes, proofreads and edits correspondence, memos, spreadsheets, minutes, logs, and reports in final form, for approval or signature.

Performs tasks associated with the Maintenance Work Control processes including but not limited to taking calls for service, creating and distributing work orders, and reconciling the records during the month-end closeout.

Reviews and distributes detailed incoming and outgoing mail, electronic mail, correspondence, and statements.

Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences.

Accesses and secures restricted, sensitive and confidential records or information.

Researches and responds to requests for information and assistance, and determines priority status and refers to other professional staff, as needed.

May provide guidance and training, and review the work of others to ensure accuracy, completion and timeliness; may supervise lower level administrative/clerical staff.

May take department meeting minutes.

Provides support of the Maintenance QA/QC program by conducting building inspections as needed

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Office Administration;
- Of administrative/secretarial experience

- An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of procedures, policies, and rules of assigned departments.
 - Knowledge of processing administrative and secretarial procedures, such as word processing, files and records maintenance, transcription, and other related procedures.
 - Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
 - Skill to carry out complex administrative, secretarial, and confidential duties to assist managers or other professional staff.
 - Skill in the use of computers, computer-related software or programs, local networks, databases, and internet search engines.
 - Skill in communication and effective writing.
 - Ability to transcribe documents and information from different sources.
 - Ability to handle restricted, sensitive, and confidential information.
 - Ability to serve the public and airport customers with courtesy and professionalism.
 - Ability to effectively lead or supervise lower-level administrative/clerical staff.
-

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JOB POSTING**Administrative Receptionist**

POSITION OVERVIEW

Performs various complex administrative/reception duties under general supervision of the Senior Manager for Airport Guest Experience. This position is responsible for greeting all visitors via telephone and in person to the SkyCenter One offices of the Hillsborough County Aviation Authority. Additional responsibility includes the coordination of all tours offered by the Guest Experience Department at Tampa International Airport.

POSITION ROLES & RESPONSIBILITIES

Performs complex administrative, reception, and confidential functions and duties supporting Executive leadership and other professional staff.

Answer calls from five designated phone lines, routing, greeting, and providing directions to business partners and guests of the Airport Authority.

Reviews and distributes all express mail, phone correspondence, and other related reception duties for Airport Authority professional staff.

Serves as coordinator during SkyConnect outage plan. Distribute plans and dispatch participants to respective locations.

Airport tour coordination. Communication with requesting attendees, booking tours, calendar management, and scheduling of available tour guides.

Handles all concerns, questions, and feedback from airport tour program surveys.

Airport tour follow-up, survey creation and editing sharing survey results feedback to relevant management.

Ownership of tour booking software, ensuring tour scheduling calendar is updated and confirmation correspondence is sent to participants.

Assist Executive Administration in greeting and providing direction to members of the public attending HCAA monthly Board Meetings.

May provide guidance and training and review the work of others to ensure accuracy, completion, and timeliness; may train lower-level administrative/clerical staff.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Two (2) years of administrative/secretarial experience
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of procedures, policies, and assigned division or unit rules.
 - Knowledge of processing administrative and secretarial procedures, such as word processing, files and records maintenance, transcription, and other related procedures.
 - Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
 - Skill in carrying out complex administrative, secretarial, and confidential duties to assist Executive leadership and other professional staff.
 - Skill in using computers, computer-related software or programs, local networks, databases, and internet search engines.
 - Skill in communication and effective writing.
 - Ability to transcribe documents and information from different sources.
 - Ability to handle restricted, sensitive, and confidential information.
 - Ability to serve the public and represent the County with courtesy and professionalism.
 - Ability to provide direction to staff during emergency or alternate operations.
 - Strong customer service orientation and solid interpersonal communication skills
 - Excellent spoken and written communication skills
 - Strong organizational skills and attention to detail
 - Ability to maintain confidentiality and properly handle sensitive and confidential materials
 - Ability to work well with all staff at all levels and to be a team player
 - Proficiency in Microsoft Office Suite, especially Excel and Outlook
 - Ability to use standard office equipment.
-

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Air Service Development Manager

POSITION OVERVIEW

Reporting to the Director of Air Service Development, this leader manages efforts to attract airlines and air cargo carriers to Tampa Bay and increase flights and capacity levels in existing domestic and international markets. Manages relations with air carrier network planning contacts, including ensuring timely response to inquiries, preparing analytical assessments on behalf of air service efforts, and the delivery of time-sensitive reports to airline representatives. Manages development and delivery of reports for regularly scheduled network planning conferences and ad hoc meetings. Manages consultant relationships, including communicating project specifications and expectations. Manages the air service incentive program (ASIP), including documentation and communication with airlines and community partners. Oversees day-to-day administration of departmental budget and serves as records custodian for the department.

POSITION ROLES & RESPONSIBILITIES

- Responsible for implementation of Airport's Air Service Incentive Program (ASIP) and management of departmental documentation per Authority guidelines
- Attends events and meetings with airlines and community stakeholders relevant to Airport's air service and economic development strategies
- Manages the implementation and execution of the strategy to attract airlines to TPA and increase flights in domestic and international markets
- Performs sophisticated statistical analysis of primary and secondary data sources to synthesize data into comprehensive situational awareness, and an actionable plan
- Assists Marketing and other Authority departments on an as needed basis with information and data analysis
- Develops, manages and delivers world-class multi-media presentations and written reports of research results, findings, and recommendations
- Monitors air service consultants to ensure that project schedules are met and to ensure that services received are of high quality and good value
- Stays current on all news relevant to air service development and the financial and operating performance of domestic and international air carriers
- Assists in preparing budget requests and administering approved budget

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree With demonstrated coursework in statistics, data science, economics, business, or aviation management
- Experience in airline network planning, air service development or another industry heavily dependent upon data analytics/insights (with Bachelor's Degree)
- Experience in airline network planning, air service development or another industry heavily dependent upon data analytics/insights (with Master's Degree)

PREFERRED QUALIFICATIONS

- Master's Degree With demonstrated coursework in statistics, data science, economics, business, or aviation management

KNOWLEDGE, SKILLS & ABILITIES

- Ability to prepare reports, maintain records, analyze data, make procedure decisions and administer programs.
 - Creates and develops timely data analysis and reports for senior management.
 - Directs airport organizational strategies by contributing information, analysis, and recommendations to strategic thinking and direction; establishing functional objectives in line with organization goals.
 - Builds relationships internal and external to deliver strategic financial goals.
 - Researches relevant markets and financial trends to forecast future business activity and assists in developing recommendations for the Director.
 - Works closely with tenants to ensure their continued success by reviewing short and long term plans and their financial/market position.
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JOB POSTING

Airfield Maintenance Supervisor

POSITION OVERVIEW

Performs Supervisory work involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard. The ideal candidate for this position has supervisory, leadership, and technical experience in maintaining and repairing airport grounds at a medium or large hub airport. Leadership and technical duties include FAA Part 139 compliance with airfield paint markings, pavement condition indexing, field conditioning, and security requirements; coordinating airport ground tasks; supervising personnel to address employee issues, including coaching and employee support; and performance evaluations; and time clock management.

POSITION ROLES & RESPONSIBILITIES

Supervises the activities of skilled trades personnel engaged in constructing, repairing, and maintaining buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning, and reviewing work, providing training and counseling, and evaluating performance.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determines equipment and tools and makes drawings or sketches as necessary for maintenance personnel to perform work assignments properly.

Prepares and maintains manual and computerized reports, records, and logs related to the work performed and materials, equipment, and supplies used to provide an audit trail of activities.

Coordinates and manages the Airport Grounds work order process ensuring assignment and completion of work orders in a timely manner.

Determines, schedules, and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Answers questions and provides information related to work assignments, including resolving problems, handling complaints, and providing technical expertise in the area of assignment.

Performs employee performance evaluations.

Assists with preparing requisitions and maintains replacement parts and materials to allow timely completion of work assignments.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.

- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- An equivalent combination of education, training, and experience that would reasonably be expected to provide the job-specific functions in this position may be considered as a substitute.
- of work experience in construction, maintenance, or another skilled trade.
- of experience as a supervisor or team leader

LICENSES AND CERTIFICATIONS

- Possession of a valid Florida Driver's License Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization to which assigned.
 - Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of the organization's procurement system.
 - Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to work outside in a sub-tropical climate.
 - Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
 - Ability to plan, organize and oversee the work of others.
-

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JOB POSTING**Airport Credentials Specialist**

POSITION OVERVIEW

Reporting to the Airport Credentialing Manager this position is responsible for completing various complex administrative duties relating to the credentialing of all Hillsborough County Aviation Authority personnel and vendors/tenants of the airport.

POSITION ROLES & RESPONSIBILITIES

Performs various complex administrative, and confidential functions and duties supporting the Airport Credentialing Manager.

Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences for the purposes of airport credentialing.

Reviews and distributes for the division manager or senior division manager, detailed incoming and outgoing mail, electronic mail, correspondence, and statements.

Answers all questions relating to the badging and credentialing process, which includes handling sensitive and confidential records or information.

Researches and responds to requests for information and assistance, and determines priority status and refers to division manager or senior division manager, or other professional staff, as needed.

May provide guidance and training, and review the work of others to ensure accuracy, completion and timeliness.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree From an accredited college or university with a major in office administration;
- Graduation from high school or possession of a GED Certificate
- Successful completion of an accredited secretarial or business and office technology training program
- Graduation from high school or possession of a GED Certificate;
- Of administrative/secretarial experience;
- Complete 55 net words per minute on a typing test.
- Of administrative/secretarial experience;
- Of administrative/secretarial experience;

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of procedures, policies, TSA policy, and security directives.
 - Strong skills in Excel, Access, and other Microsoft products.
 - Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
 - Ability to carry out simultaneous tasks under pressure with accuracy.
 - Skill in communication and effective writing.
 - Ability to handle restricted, sensitive, and confidential information.
 - Ability to serve the public and represent the Authority with the utmost courtesy and professionalism.
 - Strong customer service background required.
-

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Airport Emergency Operations Manager

Job Description

JOB POSTING

Airport Emergency Operations Manager

POSITION OVERVIEW

The Airport Emergency Operations Manager at Tampa International Airport (TPA) is responsible for leading, developing, and implementing the emergency and contingency planning program for the Hillsborough County Aviation Authority (HCAA). They will coordinate and direct emergency management, disaster operations, contingency planning, and business continuity planning. The Airport Emergency Operations Manager will support the Incident Commander during activations, conduct operational drills and exercises, and ensure compliance with FAA and other state and federal requirements. Additionally, they will collaborate with various HCAA departments, agencies, and stakeholders to maintain current emergency plans and serve as the liaison to local, state, and federal emergency management agencies.

POSITION ROLES & RESPONSIBILITIES

Emergency Operations Plan Development and Maintenance:

- Develop and maintain emergency plan checklists for response and recovery during natural or man-made disasters and other major incidents and accidents.
- Develops and maintains various emergency plan checklists about the response and recovery of the airport during natural or man-made disasters and other major incidents and accidents.
- Develops and coordinates an effective business continuity plan in the event of an emergency or contingency activation at TPA.
- Serve as the primary coordinator for TPA emergency preparedness and management, designing, communicating, and evaluating emergency response and contingency plans specific to TPA's operations.
- Analyze and evaluate emergency plans across TPA departments, ensuring they meet the current needs of the organization.

Training and Education:

- Designs, coordinates, executes, and evaluates Departmental exercises to ensure that all employees completely understand the Airport Emergency Plan and their role as part of the plan. This includes emergency preparedness and response to all-hazards incidents, including but not limited to aircraft incidents, terrorism incidents, bomb threats, hazardous materials incidents, facility evacuations, family assistance, and communicable disease.
- Develop and conduct training programs to ensure employees understand their roles in the Airport Emergency Plan, including response to all-hazard incidents such as aircraft incidents, terrorism incidents, bomb threats, hazardous materials incidents, facility evacuations, family assistance, and communicable diseases.
- Develops and maintains various emergency plan checklists about the response and recovery of the airport during natural or man-made disasters and other major incidents and accidents.
- Evaluate and review updates to tenants' and airline emergency response plans, ensuring alignment with the Airport Emergency Plan and comprehensive emergency management.

Collaboration and Coordination:

- Collaborate with HCAA departments and TPA tenants, Federal, State, and Local Agencies to ensure appropriate preparedness, response, recovery, and mitigation efforts.

Business Continuity Planning:

- Develop and coordinate an effective business continuity plan in the event of an emergency or contingency activation at TPA.

FAA Compliance:

- Lead the FAA Part 139 Annual Plan Review and Tri-Annual Full Scale Exercise, including the development, execution, facilitation, evaluation, and implementation of corrective actions.

Emergency Operations Center (EOC) Management:

- Operate and maintain the EOC as a site for key leaders and stakeholders to support operations during emergency events, assuming various roles and responsibilities as needed.
- Serve as a key member of the Airport's incident management team during event response, providing leadership in emergency situations.

Reporting and Documentation:

- Ensure appropriate tracking, reporting, and documentation of emergency events, completing and submitting required information to the appropriate authorities in a timely manner.
- Interface with accident investigation teams in all areas of emergency management.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Emergency Management or another related field.
- Experience with emergency management, command and control, and training/experience.
- Experience in a project management and planning as a lead or supervisor
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certificate of completion from the Department of Homeland Security (FEMA) for National Incident Management System (NIMS) training, including ICS 400, and prerequisites. Upon Hire Required
- DL NUMBER - Driver License, Valid and in State Possession of a valid Driver's License Upon Hire Required
- Certified Emergency Manager (CEM) Certified Emergency Manager (CEM) with the International Association of Emergency Managers Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of policies, procedures, precedents, regulations, executive and general orders, and rules of the Airport Operations department.
- Knowledge of the National Incident Management System (NIMS) and the Incident Command System (ICS) emergency response and recovery techniques.
- Must be flexible and available to respond to the Airport 24/7/365 as needed.
- Ability to speak publicly to large groups.
- Demonstrate the ability to work effectively and exhibit leadership in a stressful environment.
- Results driven, possesses solid execution skills with a demonstrated track record of getting things done.
- Works independently with little supervision or direction.
- Must possess a track record with proven results in enhancing the safety and security of guests and employees.
- Ability to work in a fast-paced environment and effectively balance multiple competing priorities.
- Ability to make presentations to Executive level leadership and the Board of Directors.

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JOB POSTING**Airport Operations Business Partner Support Specialist**

POSITION OVERVIEW

The Airport Operations Business Partner Support Specialist for our airport plays a vital role in ensuring the successful management and compliance of contracts related to various aspects of airport operations. This multifaceted position involves overseeing contract agreements, safety programs, and the Airport Operations Apprenticeship Program. You will collaborate with multiple stakeholders, including vendors, regulatory authorities, and internal airport teams, to guarantee the smooth execution of contracts, adherence to safety standards, and the development of the Apprenticeship Program.

POSITION ROLES & RESPONSIBILITIES**Contract Management and Compliance:**

- Review and analyze contract terms, ensuring they align with the airport's objectives and comply with all applicable laws and regulations.
- Monitor contract performance, identifying areas of improvement and mitigating risks associated with contract non-compliance.
- Identifies and resolves operational issues involving airport guests, tenants, public safety, and security regarding our Business Partners.

Safety Program Oversight:

- Conduct regular safety audits, inspections, and assessments to identify potential hazards and recommend corrective actions to improve safety practices.
- Responds when requested to assist during emergency or critical incident situations.

Airport Operations Apprenticeship Program:

- Assist with the Airport Operations Apprenticeship Program.
- Evaluate program effectiveness and make necessary adjustments to enhance the learning experience for apprentices.

Vendor and Stakeholder Coordination:

- Build and maintain strong relationships with contractors, vendors, and other stakeholders involved in airport operations, ensuring clear communication channels and a positive working environment.
- Conduct periodic meetings with vendors to review performance, address concerns, and facilitate ongoing collaboration.
- Proactive planning to identify and mitigate the impact to operations of our Business Partners during special events, Holiday Plans, and irregular operations of the airport.
- Supports various lines of business as requested with administrative and compliance tasks.
- Responds to issues from the airport tenants and the public concerning our Business Partners.

Compliance Reporting and Documentation:

- Supervision of projects, initiatives, and operating plans as directed.
- Performs daily, nightly, periodic and special inspections of all Business Partners for compliance.
- Prepare and submit reports on contract compliance and safety program performance.
- Maintain accurate documentation of safety records, contracts, and program-related materials.

- Maintains weekly checklists for quality and compliance.

Continuous Improvement Initiatives:

- Identify opportunities for process improvements in contract management, safety practices, and the Apprenticeship Program, aiming for increased efficiency, cost-effectiveness, and excellence in operations.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree in Business Administration, Law, Aviation Management, or a related field.
- Proven experience in contract management, preferably in an airport or aviation-related industry.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Business Administration, Law, Aviation Management, or a related field.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to work with little supervision or guidance.
- Knowledgeable of contracts of our Business Partners.
- Ability to maintain records and prepare technical reports.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
- Ability to use a computer and related software.
- Ability to maintain a valid driver's license and insurability with the Authority.
- Ability to perform independently and make critical decisions under stressful/demanding situations.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
- Collaborate with other Airport departments.
- Must be able to lift and/or move up to 50-75 pounds.
- Must be willing to work in inclement weather conditions; and able to work non-standard hours/shifts, holidays, weekends, and be recalled during emergencies.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to use a computer and related software.

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JOB POSTING

Airport Operations Duty Manager

POSITION OVERVIEW

Reporting to the Senior Manager of the Airport Operations Center. The Airport Duty Manager oversees and proactively leads the day-to-day safety, security, and efficiency of operations at TPA and establishes strategic direction to prepare, mitigate, respond, and recover from incidents or emergencies that could potentially interrupt business operations. Evaluates any incidents and escalate through the Executive Management if required, initiating the TPA Emergency Response Plans with little to no guidance. The Airport Duty Manager will be responsible for all forward planning operations for TPA and ensuring the successful proactive management of the operation focused on safety, security, customer service, and efficiency. Any issues identified should be proactively addressed/mitigated with little to no guidance from senior airport leadership. The successful candidate must demonstrate strong leadership acumen, exceptional attention to detail, ability to multitask, coach/counsel and train, build bridges, and be a consummate relationship builder, forward thinker, and crisis leader.

POSITION ROLES & RESPONSIBILITIES

Ensuring compliance with all applicable federal and state regulations and enforcing the Authority's Operational Policies, Procedures, Rules, Regulations, and Operating Directives. Ensures compliance with FAA and TSA and all other applicable regulations. Monitors airport operations and directs operations staff to ensure safe and efficient service to airport users.

A key member of the Airport's incident management team during event response; provides leadership in emergencies, taking such action as needed to move equipment, settle public unrest, and make judicial decisions in disputes - all to ensure the smooth functioning of the airport.

Able to assume all roles in the EOC before, during, and following events, facilitate timely and complete situation information, including damage assessment, during and after emergency events. Effective communication skills with all levels of management and stakeholders.

Developing changes and additions to procedures to continuously improve airport operations' safety, security, and efficiency.

Primary operational oversight of the entire airport and the entire operation

Primary operational decision-maker while on shift

- Monitoring all key performance indicators and proactively leading to address and/or mitigate any issues that may arise Gate management
- Gate scheduling
- Monitors customer feedback on social media and ensures immediate actioning of issues/opportunities where appropriate
- Manages, maintains, and ensures the proper equipping of the EOC
- Leads applicable training courses as directed
- Primary Incident Manager (EOC Incident Commander)
- Coordinating and documenting drills and addressing with little to no guidance any issues or shortcomings identified

- Completing after-action reviews and proactively implementing enhancements to better responses to events or situations at TPA
- Daily/nightly construction coordination
- Develops, implemented, and manages holiday plans
- Completes and issues ADM reports and other leadership reports
- Ensures proactive and timely communication with stakeholders where necessary while on duty

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Of experience of a responsible nature supervising operations at a large or medium hub airport, including thorough knowledge of federal and state regulations governing the use and operation of airports
- Demonstrating leadership qualities, including strong interpersonal skills and emphasis on collaboration
- Of experience in Terminal, Airfield, Airport Operations, or Airport Security Operations.

PREFERRED QUALIFICATIONS

- Bachelor's Degree

KNOWLEDGE, SKILLS & ABILITIES

- Builds partnerships, works collaboratively with others to meet the shared objective, delivers customer-centric solutions, and handles conflict situations effectively.
- Makes sense of complex, high-quality, and sometimes contradictory information to make effective, timely decisions that keep the organization moving forward
- Holds themselves and others accountable to meet commitments by establishing clear responsibilities and processes for monitoring work and measuring results Strong strategic planning abilities with a forward-focused mindset.
- Creates a climate that encourages the open expression of diverse ideas and opinions, acts with diplomacy and tact, and relates openly and comfortably with diverse groups of people
- Ability to embrace diversity, promote broad employee involvement, and encourage change and innovation.
- Ensuring safety and security are always the priority.
- Listen closely and communicate openly, honestly, and directly.
- Treat all staff and members of the public with dignity and respect.
- Ability to debate constructively, decide definitively, and support actively.
- Ability to demand and accept responsibility.
- Ability to follow through with clear, consistent consequences.
- Be courageous and optimistic.
- Ability to Work and think as a team to avoid 'silos.'
- Able to follow and live out the Department's Rules of Our Road.
- Ability to take on new opportunities and tough challenges with a sense of urgency
- Able to anticipates and balances the need of multiple stakeholders.

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JOB POSTING

Airport Operations Manager-Airfield

POSITION OVERVIEW

The Airport Operations Manager-Airfield oversees the airport's aviation facilities management, operational activities, and administrative functions. This role involves supervising airport facilities, safety programs, and security functions and managing personnel and programs to ensure compliance with regulatory requirements. This position requires the ability to respond effectively to emergencies and irregular operations and the skills to lead and motivate a diverse staff. The Airport Operations Manager-Airfield maintains strong working relationships with stakeholders and the public.

POSITION ROLES & RESPONSIBILITIES

Airport Operations Management:

- Respond to and participate in airport emergencies and irregular operations. Establish priorities and make timely decisions during emergencies and incidents under stressful conditions.
- Resolve operational issues related to public safety and security.
- Serve as the primary airport point of contact for after-hours emergencies and irregular operations.
- Supervise the inspection of airport facilities, including runways, taxiways, apron areas, gate positions, terminal buildings, and service roads, to ensure safe and efficient operations.

Maintenance and Construction Oversight:

- Inspect and review inspection reports of airport facilities to determine necessary repairs, replacements, or improvements.
- Oversee all construction projects within the air operations area, ensuring conformance with regulations and initiating corrective action when necessary. Also, oversee events taking place in the air operations area.

Stakeholder and Public Relations Liaison:

- Maintain liaison with the Federal Aviation Administration, air traffic control tower, certification inspectors, airlines, airport tenants, and other stakeholders.
- Provide information to representatives of various agencies, groups, governmental officials, and employees to explain and interpret airport regulations and procedures.
- Maintain positive public relations with stakeholders, agencies, and the general public.
- Demonstrate effective written and verbal communication skills, including handling potentially confrontational situations.

Staff Supervision:

- Directly supervise a staff of at least one Airport Operations Supervisor - Airfield and indirectly oversee a staff of approximately six. Provide supervisory oversight to external entities to ensure smooth airport operations.
- Oversee the professional development of staff to support their engagement, growth, and goal achievement. Deliver employee performance reviews as per established timelines.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Five (5) years of commercial airport FAR Part 139 experience in a small, medium, or large hub airport as listed in the Federal Aviation Administration Guide. Experience must be related to airport management, operations, safety, and security.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- AAE Certified Member (C.M.) credential. within 1 Year Required
- NIMS & Emergency Management Training. within 180 Days Required
- Maintain Ramp and Movement Area (MAT) driving privileges. within 30 Days Required
- DL NUMBER - Driver License, Valid and in State A valid Driver's License must be valid in the state of employment. Upon Hire Required

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Aviation Business Administration, Business Administration, or another related field.
- Three (3) years of commercial airport FAR Part 139 experience in a small, medium, or large hub airport as listed in the Federal Aviation Administration Guide. Experience must be related to airport management, operations, safety, and security.
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of Federal Aviation Administration (FAA) regulations and advisory circulars related to FAR Part 139.
- Ability to adapt and thrive in a rapidly changing and evolving department.
- Strong knowledge of Department of Operations policies and procedures.
- Thoroughly understand Federal, State, and Aviation Authority rules and airport operations regulations.
- Ability to make critical decisions independently under stressful situations.
- A quick and objective analysis of situations to determine the appropriate action in an emergency or urgent situation.
- Knowledge of firearms usage by the airport's Wildlife Hazard Management Plan.
- Excellent organizational and leadership skills to manage multiple staff and collaborate with other airport departments.
- Effective communication skills for large and small group presentations and using two-way radio communication effectively.
- Ability to manage multi-agency, multifunctional teams and oversee complex projects.
- Strong decision-making skills for airside operations during intense or emergency-related situations.
- Excellent written communication skills to create policies, procedures, reports, memoranda, and directives.
- Effective time management and coordination abilities for handling multiple simultaneous activities.
- Proficient in computer usage and related software.

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JOB POSTING

Airport Operations Manager-Terminal

POSITION OVERVIEW

The Airport Operations Manager is responsible for assessing, evaluating, coordinating, and overseeing all areas of airport operations. Primary duties include supervising airport facilities, safety and security functions, and other operations focused on delivering the premier customer experience. The Airport Operations Manager maintains a safe and secure airport environment by conducting inspections of Airside, Landside, and Ground Transportation areas while coordinating operational and/or security activities. This position coordinates with many stakeholders, including but not limited to airport maintenance personnel, coordinates and manages construction activities to minimize operational impact or disruption, and participates in various phases of emergency management and irregular operations while interacting with airlines, federal agencies, business partners, and airport management.

POSITION ROLES & RESPONSIBILITIES

SUPERVISORY RESPONSIBILITIES

- Directly supervise a staff of at a maximum of one; with the probability of having no direct reports.
- Provides supervisory oversight to many entities outside the department to ensure airport operations remain unencumbered.
- Oversees the professional development of staff to support their overall engagement, growth, and goal achievement.
- Have the ability to employ soft skills and foster strong and productive relationships within the core working group and across departments and verticals.
- Deliver employee performance reviews by established dates, if in a supervisory capacity.

Coordinates with airport tenants and stakeholders for impacts to operations. Works closely with multiple internal and external customers to develop plans of action and response to various issues, including but not limited to security, access control, construction, airside capacity and response, and rule enforcement. Works with tenants to gain and maintain compliance with all federal, state, and county regulations for the safe operation of the airport.

Assumes Incident Command responsibility for all airport emergency and security events while on duty.

Resolves operational issues involving airline passengers, airport guests, tenants, public safety, and security.

Oversees the inspection of airport facilities, apron areas, gate positions, terminal buildings, roadways, and ground transportation lots to ensure safe and efficient operation and any other areas as directed.

Make decisions necessary to maintain the continued safe operation of the airport; eliminate or mitigate operational delays or negative impacts to customers with a focus on safety and customer service.

Enforces and actively promotes Airport rules and regulations.

Provides information to representatives of various agencies, groups, governmental officials, and employees to explain and interpret airport regulations and procedures.

Evaluates and recommend solutions to operational concerns.

Maintain a good understanding of the needs and concerns of our customers, including all tenants and the general public.

Maintain effective and collaborative working relationships with all airport tenants.

Supports the Airport Security Coordinator to ensure the airport meets all 49 CFR 1542 requirements.

Embody the guiding principles of the department as outlined in the TPA Airport Operations "Rules of Our Road."

Manages the airport's aircraft parking gate and hardstand resources to maximize efficiency and reduce customer impacts.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree
- Bachelor's Degree
- High School Diploma/GED
- experience at a medium or large-hub airport; the ability to act independently and decisively in emergencies.
- Of education, training, and experience directly related to the job-specific functions in the job description.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Possession of a valid Driver's License Upon Hire Required
- Successful completion of eighteen months in the Aviation Authority's Airport Operations Specialist Intern Program. within 1 Year Required
- Must currently hold or obtain, within 1 year of employment, the AAE Certified Member (C.M.) credential. within 1 Year Required
- Obtain and maintain position appropriate NIMS & emergency management training within 90 Days Required
- Maintain Ramp and Movement Area (MAT) driving privileges. within 90 Days Required

KNOWLEDGE, SKILLS & ABILITIES

- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with others within and outside their own organization.
- Ability to use initiative and exercise sound judgment.
- Ability to initiate and sustain action to accomplish the goals of the functional area.
- Ability to remain calm and provide guidance to subordinate staff in crisis and/or emergency situations.
- Ability to organize work, set priorities, and determine resource requirements.
- Ability to maintain strict confidentiality related to background investigation reports, incident reports, etc.
- Skill in the application of supervision techniques.
- Strong leadership qualities, tact, initiative, good judgment, and an ability to get along with others.
- Ability to collect, organize, and evaluate data and make logical decisions.
- Understands policies, procedures, and instructions.

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JOB POSTING**Airport Operations Safety Systems Manager**

POSITION OVERVIEW

The Airport Operations Safety Systems Manager, reporting to the Senior Manager of Safety Programs, is responsible for the development and implementation of the Tampa International Airport's Safety Management Systems (SMS) Program. This role ensures compliance with Federal Aviation Administration (FAA) regulations and guidance. The Airport Operations Safety Systems Manager sets the strategic direction and acts as a champion for the SMS Program, overseeing goal setting, planning, and performance management to facilitate proactive, systematic, and comprehensive safety processes.

POSITION ROLES & RESPONSIBILITIES**Leadership and Direction:**

- Lead and direct activities associated with the Airport's SMS Program.
- Champion the SMS Program, instilling safety management principles into the organization's culture.
- Collaborate with HCAA departments, tenants, and community partners to ensure safety management, preparedness, and continuity of operations.

Airside Safety Processes:

- Establish, implement, and continuously improve safety processes for airside operations in compliance with CFR Part 139 regulations.
- Develop, implement, and maintain the Airport Safety Management System Manual, ensuring adherence to federal, state, and local aviation safety laws, rules, and regulations.
- Provides innovations and ideas to continually improve the Airport Safety Management System Manual.
- Creates adaptive process to ensure compliance with federal, state, and local laws, rules, and regulations related to SMS.

Regulatory Compliance and Standards:

- Monitor existing regulations governing activities on airport property and stay updated on emerging standards and policies.
- Promulgate new standards and policies as required.
- Represents the Airport in professional, industry group meetings; stays informed of industry trends and innovations related to the field of airport/aviation safety.
- Demonstrates proficiency in analyzing and evaluating multiple departmental programs, policies, and procedures as they relate to SMS.

Investigation and Root Cause Analysis:

- Conduct investigations into safety-related aspects of airfield operations, identifying contributing factors and root causes.
- Develop measures to prevent or minimize the recurrence of similar safety events.

Recommendations and Corrective Measures:

- Develop recommendations based on data collection, industry data, FAA requirements, and guidance.
- Implement an adaptive approach to SMS by tracking recommendations, documenting findings, and implementing corrective measures.

Hazard Analysis and Policy Development:

- Conduct research and analyze hazards to develop policies and procedures in support of the Safety Management System.

Record-Keeping, Reporting, and Training:

- Maintain records, generate reports, and provide training to employees or other stakeholders to support the implementation of the SMS Program.
- Assists other departments or programs to prepare reports, maintain records, analyze data, and promote the continual improvement of the Airport's SMS Program.

Technical Expertise and Communication:

- Serve as a technical expert in airside safety matters, providing counsel to airside personnel.
- Demonstrate strong interpersonal and communication skills at all levels within and outside the organization.
- Prepare and present clear and concise oral and written reports.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Business Administration, Aviation Science, Safety Management, Aviation Safety, or related field.
- Experience in airport management, preferably with airport operations experience at a Part 139 airport, along with demonstrated knowledge of day-to-day airport operations with a thorough understanding of airport standards and regulatory authorities/governing bodies.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certified Safety Professional (CSP) Preferred

PREFERRED QUALIFICATIONS

- of SMS experience in the aviation industry
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Proven experience in developing and implementing training plans.
- Strong organizational and delegation skills.
- Excellent interpersonal and communication skills to establish and maintain relationships with various stakeholders.
- Familiarity with AOC-related systems and technologies.
- Demonstrated problem-solving abilities and attention to detail.
- Flexibility to adapt to changing priorities and operational demands.
- Excellent oral and written communication skills.
- A strategic thinker who can analyze present conditions forecast future needs
- Ability to organize work, set priorities, and determine resource requirements.
- Advanced knowledge of Microsoft Word, PowerPoint, and Excel.

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JOB POSTING

Airport Operations Supervisor-Airfield

POSITION OVERVIEW

The Airport Operations Supervisor-Airfield plays a pivotal role in the efficient and safe operation of an airport. This multifaceted position encompasses a wide range of responsibilities within airport operations, aviation administration, and facilities management. The primary objective is to oversee and manage various critical functions to ensure the smooth functioning of the airport while adhering to stringent regulatory guidelines, particularly those outlined by the Federal Aviation Administration (FAA) under FAA 14 CFR Part 139.

POSITION ROLES & RESPONSIBILITIES

Monitors compliance with federal and state regulations; supervises development and maintenance of the airport policies/procedures, Airport Certification Manual, Wildlife Hazard Management Plan, Airport Emergency Plan, Airport Security Plan, and Airport Master Plan, etc.

Assists in developing procedures for use in aircraft accidents, fires, or other emergencies.

Knowledgeable of and applies procedures per Federal Aviation Advisory Circulars.

Inspects airport facilities, such as runways, buildings, lighting, etc., to determine required repairs, replacement, or improvements.

Demonstrates effective written & verbal communication and positive public relations with the ability to handle potentially contentious situations effectively.

Assists in the enforcement of aircraft parking; monitors and ensures conformance with all applicable regulations and ordinances; initiates corrective action.

Issues NOTAMS (Notice to Airmen) when required by airport conditions.

Performs daily, nightly, periodic, and special airfield inspections.

Responds to airfield operational concerns.

Responds to issues from the airport tenants and the public.

Embody the department's guiding principles outlined in the TPA Airport Operations "Rules of Our Road."

Must be able and willing to work rotating shifts, holidays, and weekends.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Aviation/Airport Management, Business, Public Administration or related field
- Two (2) years Aviation experience in an area specifically related to airfield operations
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Valid Florida Driver's License Upon Hire Required
- AAAE Airport Certified Employee Airfield Operations Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Understand and implement appropriate Federal Aviation Administration regulations and advisor circulars as they apply to FAR Part 139.
 - Obtain and maintain position-appropriate NIMS & emergency management training.
 - Maintain Ramp and Movement Area (MAT) driving privileges
 - Ability to maintain records and prepare technical reports.
 - Ability to communicate effectively orally and in writing.
 - Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
 - Ability to use a computer and related software.
 - Ability to maintain a valid driver's license and insurability with the Authority.
 - Ability to perform independently and make critical decisions under stressful/demanding situations.
 - Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
 - Ability to use firearms in accordance with the airport's Wildlife Hazard Management Plan.
 - Collaborate with other Airport departments.
 - Write grammatically correct reports, memoranda, directives, and letters to inform tenants, staff, and others of airside policies and procedures.
 - Ability to plan and coordinate multiple activities occurring simultaneously.
 - Ability to use a computer and related software.
 - Efficiently and professionally collaborate with employees from diverse professional backgrounds, educational levels, specialization, and affiliation.
 - Must be able to lift and/or move up to 50-75 pounds.
 - Must be able to work in inclement weather conditions.
 - Must be able to operate a vehicle for extended periods
 - Must be able to work on various assignments. Exposed to chemicals, fumes, solvents, machinery, moving objects/vehicles, dust, slippery/uneven surfaces, confined spaces, and excessive noise (amount of exposure varies based on assignment).
-

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Airport Operations Supervisor- Terminal

J o b D e s c r i p t i o n

JOB POSTING

Airport Operations Supervisor-Terminal

POSITION OVERVIEW

The Airport Operations Supervisor performs a wide variety of duties within airport operations, aviation administration, and facilities management. Primary duties include monitoring of airport facilities, safety and terminal inspections, security functions, and responding to irregular operation events.

POSITION ROLES & RESPONSIBILITIES

Resolves operational issues involving airline passengers, airport guests, tenants, public safety, and security.

Coordinates with airport tenants and stakeholders for impacts to operations.

Oversees the inspection of airport facilities, apron areas, gate positions, terminal buildings, roadways, and ground transportation lots to ensure safe and efficient operation and any other areas as directed.

Makes decisions necessary to maintain the continued safe operation of the airport; eliminate or mitigate operational delays or negative impacts to customers with a focus on safety and customer service.

Works with tenants to gain and maintain compliance with all federal, state, and county regulations for the safe operation of the airport.

Demonstrates effective written & verbal communication and positive public relations with the ability to effectively handle potentially confrontational situations.

Proactive planning to identify and mitigate impacts to operations.

Provides information to representatives of various agencies, groups, governmental officials, and employees to explain and interpret airport regulations and procedures.

Evaluates and recommends solutions to operational concerns.

Assists in the enforcement of aircraft gating and parking; monitors and ensures conformance with all applicable regulations and ordinances; initiates corrective action.

Supports the Airport Security Coordinator to ensure the airport meets all 49 CFR 1542 requirements.

Responds to terminal operational concerns.

Responds to issues from the airport tenants and the public.

Embody the guiding principles of the department as outlined in the TPA Airport Operations "Rules of Our Road".

Provides indirect supervision of day-to-day activities that occur across TPA Campus.

Have the ability to employ soft skills and foster strong and productive relationships within the core working group and across departments and verticals.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Aviation related field or an equivalent combination of education and relevant work/industry/military/jo
- of experience in an Aviation related field

LICENSES AND CERTIFICATIONS

- Valid Driver's License
- NIMS & emergency management training within 120 Days Required

KNOWLEDGE, SKILLS & ABILITIES

- Ability to maintain records and prepare technical reports.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
- Ability to use a computer and related software.
- Ability to use initiative and exercise sound judgment.
- Ability to maintain a valid driver's license and insurability with the Authority.
- Ability to perform independently and make critical decisions under stressful/demanding situations.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
- Collaborate with other Airport departments.
- Write grammatically correct reports, memoranda, directives, and letters to inform tenants, staff, and others of airside policies and procedures.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to use a computer and related software.
- Efficiently and professionally collaborate with employees from diverse professional backgrounds, educational levels, specialization, and affiliations.

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Airport Systems Automation Technician

J o b D e s c r i p t i o n

JOB POSTING

Airport Systems Automation Technician

POSITION OVERVIEW

Performs duties in the analysis, design, development, testing, implementation, management and repair of automated Programmable Logic Controller (PLC) and computer-controlled airport systems.

POSITION ROLES & RESPONSIBILITIES

- Analyzes, programs, designs, implements, operates, troubleshoots, and maintains critical automated airport systems, including but not limited to the automated baggage system, rental car fueling system, and airplane passenger loading bridges (jet-ways).
- Programs, tests, edits and troubleshoots proposed hardware and software changes to complex, critical airport systems using PLC ladder logic as required for improved system operation.
- Justifies and documents proposed changes to affected certified systems for approval by the Department of Homeland Security and management prior to implementation.
- Provides after-hours support and remote troubleshooting via virtual private networks to PLC hardware, software, and controls networks, workstations, and server computers to minimize customer impact on critical airport systems.
- Performs post-incident analysis of automated system issues.
- Provides recommendations for improved preventive maintenance actions; implements improvements to existing software reporting and programming, and develops contingency plans to reduce the impact of future occurrences.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Electrical, Mechanical, Aeronautical, or Marine Engineering
- Two (2) years Of experience in the operation and maintenance of mechanical, electrical, or hydraulic equipment.
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Extensive knowledge of software applications installation, operation, testing, and maintenance methods and techniques of Programmable Logic Controllers, Human Machine Interface software and data historian software such as RSLogix, RSView, RSNetworx tools, SQL server and current Microsoft operating systems.
- Considerable knowledge of systems analysis techniques.

- Considerable knowledge of materials, tools and methods used in the repair, maintenance and servicing of electrical, electronic, pneumatic and hydraulic equipment and devices.
 - Considerable knowledge of industrial electronics.
 - Considerable knowledge of the parts requirements and inter-changeability of parts between various pieces of equipment.
 - Skill in the use of specialized test equipment and tools used to diagnose and repair computer-controlled airport operations support systems and equipment.
 - Ability to read, review, and interpret technical reports, contracts, specifications, and plans.
 - Ability to read and program logic controllers.
 - Ability to operate commonly used electronic testing equipment.
 - Ability to collect, organize and evaluate data and to develop logical conclusions.
 - Ability to train users in computer concepts and applications, and to provide technical assistance to computer staff.
 - Ability to communicate effectively, both orally and in writing.
 - Ability to work effectively with others.
-

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The Aviation Authority-Tampa International Airport is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

JOB POSTING

Airport Systems Engineering Technician

POSITION OVERVIEW

An Airport Systems Engineering Technician is responsible for the maintenance, operation, and repair of various airport systems and equipment. These systems may include airfield lighting, navigational aids, communications equipment, security systems, and various other mechanical, electrical, and electronic equipment. The technician is also responsible for troubleshooting and diagnosing problems, performing repairs and maintenance, and ensuring that all equipment and systems are operating at peak efficiency. The role of an Airport Systems Engineering Technician requires technical skills, knowledge of electrical and mechanical systems, and experience in working with various types of equipment. Additionally, the technician must be able to work effectively in a team environment, be adaptable to changing conditions and work schedules, and have strong problem-solving and communication skills. The technician may work on-call, as airports operate 24/7, and they must be able to respond quickly to emergencies and urgent maintenance requests. The technician may also be required to work in outdoor environments and in varying weather conditions. Overall, the Airport Systems Engineering Technician plays a critical role in ensuring the safe and efficient operation of airport systems and equipment, which is essential to the overall functioning of the aviation industry.

POSITION ROLES & RESPONSIBILITIES

Responds to shuttle, elevator, escalator, moving sidewalks, passenger loading bridge, baggage conveyor, and other complex airport operations support system outages, diagnoses problems, and repairs or assists with repairs to restore failed system to normal operation in a timely manner to minimize disruption of service to customers.

Oversees and assists in the overhaul and major upgrade to elevators, escalators, shuttles, conveyors, and other complex airport operations support systems and equipment to insure equipment is maintained in a high state of serviceability.

Inspects high tech systems that are being overhauled or upgraded for compliance with plans and specifications.

Participates in the research and development of preventative and corrective maintenance

Participates in the research and development of preventative and corrective maintenance procedures of newly acquired systems and equipment to insure serviceability and prolong the life cycle of the equipment.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of experience in the operation and maintenance of mechanical, electrical, or hydraulic equipment.

- An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific functions.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of design, operation, and maintenance criteria for computer-controlled airport operations support systems and equipment.
 - Working knowledge of electrical and mechanical engineering principles and practices.
 - Some knowledge of airport terminology and operating philosophy.
 - Skill in the use of specialized test equipment and tools used to diagnose and repair computer-controlled airport operations support systems and equipment.
 - Ability to operate a computer.
 - Ability to read, review, and interpret technical reports, contracts, specifications, and plans.
 - Ability to read and program logic controllers.
 - Ability to operate commonly used electronic testing equipment.
 - Ability to identify discrepancies between construction specification drawings and work performed.
 - Ability to communicate effectively both orally and in writing.
 - Ability to work effectively with others.
-

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JOB POSTING**AOC Dispatcher I**

POSITION OVERVIEW

The role of Airport Operations Center (AOC) Dispatcher I involves undergoing comprehensive on-the-job training to attain proficiency in a range of tasks that contribute to the smooth functioning of Tampa International Airport Operations, as well as supporting Public Safety and Security activities both within the airport premises and the surrounding area on a 24/7 basis. Responsibilities encompass diverse duties such as overseeing airport operations and public safety audio-visual communication systems, managing incoming emergency and non-emergency calls, and effectively utilizing computer-controlled systems and communication tools to furnish information and coordinate the dispatch of personnel for prompt interventions. Successful completion of this training renders incumbents eligible for further developmental opportunities and the potential for advancement to the role of AOC Dispatcher II and III.

POSITION ROLES & RESPONSIBILITIES**General Airport Dispatching Duties:**

- Monitors airport audio and video communication systems.
- May receive and direct emergency and non-emergency calls for service using digital and analog voice communications equipment and a computer dispatch system.
- Determines the location of the incoming emergency and non-emergency calls initiated from landlines or cellular phones using a Global Positioning System (GPS).
- Conveys a variety of information related to airport activities to airport personnel, vendors, service contractors, and the general public as required.
- Initiates emergency and non-emergency call-backs to obtain or provide additional information or to follow up on disconnected calls.
- Maintains records and reports, including shift reports and operations logs. Performs duties at temporary emergency command centers and locations during periods of local, state, and national emergencies, as required.
- Testifies in court to provide an accurate account of information related to emergency/non-emergency calls for assistance, as required.
- Completes designated airport operations or public safety dispatching training programs as the Aviation Authority requires.

Airport Operations Dispatching Duties:

- Operates various computer systems and programs, including aviation-specific systems, airport facility systems and equipment, security alarm systems, and closed-circuit television (CCTV) systems.
- Activates the Aviation Authority emergency communication notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operations impacts.
- Responds to requests for flight information, pages, general information, and inquiries from the general public and airport tenants regarding operations-related issues.

Airport Public Safety Dispatching Duties:

- Receives incoming 911 emergency and non-emergency calls for assistance, makes inquiries to solicit additional relevant information when needed, and assesses knowledge to determine the nature and urgency of calls for assistance.

- Enters public safety-related information into the Computer Aided Dispatch (CAD) system and redirects calls to specific or alternate emergency responding agencies or departments.
- Dispatches emergency response personnel using digital and analog voice communications equipment and an emergency computer dispatch system.
- Accesses and enters sensitive law enforcement data in local, state, and federal databases for investigative purposes, including the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.
- Researches local, state, and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, locate other relevant data, and provide information to emergency response personnel before arriving at the emergency location.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of experience dispatching calls for assistance or performing customer service duties.
- An equivalent combination of education, training, and experience would reasonably be expected to provide the job-specific competencies noted below.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of CJNET, FCIC, and NCIC law enforcement databases.
- Working knowledge of the Airport Communication Center regulations and standard operating procedures and airport operations and public safety dispatching systems related to the area of assignment.
- Working knowledge of CPR and First Aid procedures and techniques. Working knowledge of the Airport layout, facilities, and operations systems. Working knowledge of Aviation Authority policies, procedures, and guidelines.
- Skill in operating a multi-line or computerized telephone and using digital, audio, or radio communications equipment.
- Ability to multitask under potentially stressful conditions.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
- Ability to accurately assess emergency and non-emergency information, make correct decisions and take appropriate action.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow established procedures and pay close attention to detail.
- Ability to locate offices, agencies, or individuals promptly through directories or other information sources.
- Ability to maintain confidential information.
- Ability to work effectively with others.
- Some knowledge of airport operations, law enforcement, emergency medical, and fire terminology based on the area of assignment.
- Some knowledge of computerized mapping systems and related software use and application.
- Some knowledge of digital and audio communications equipment operation.
- Some knowledge of effective communication techniques.
- Ability to accurately sort, file, and retrieve materials using alphabetical, numerical, or chronological information systems.
- Ability and willingness to work rotating shifts, including nights, weekends, and holidays.

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JOB POSTING**AOC Dispatcher II**

POSITION OVERVIEW

Performs advanced duties monitoring airport operations or public safety communications systems, and receives and directs airport operations or public safety emergency and non-emergency assistance call requests utilizing various computer-controlled systems and communications equipment to dispatch personnel to provide timely responses to requests for assistance.

POSITION ROLES & RESPONSIBILITIES

Monitors airport audio and video operations and public safety communication systems.

May receive incoming 911 emergency and non-emergency calls for assistance, make inquiries to solicit relevant information, and assess information to determine the nature and urgency of calls for assistance.

Enters operations or public safety-related information into the Computer Aided Dispatch (CAD) system and redirects calls to specific or alternate emergency responding agencies or departments.

Dispatches response personnel using digital and analog voice communications equipment and/or an emergency computer dispatch system.

May access and enter sensitive law enforcement data in local, state, and federal databases for investigative purposes, including the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.

Determines the location of the emergency and non-emergency calls initiated from landlines or cellular phones using a Global Positioning System (GPS).

Researches local, state, and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, and locate other relevant data and provides information to emergency response personnel before arrival at the emergency location.

Operates various computer systems and programs, including aviation-specific systems, airport facility systems and equipment, security alarm systems, and closed-circuit television (CCTV) systems.

Activates the Aviation Authority emergency communications notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operational impacts.

Responds to requests for flight information, pages, general information, and inquiries from the general public and tenants regarding airport operations and public safety issues.

Conveys a variety of information related to airport operations and public safety activities to airport personnel, vendors, service contractors, and the general public as required.

Maintains records and reports, including shift reports and operations logs.

Initiates emergency and non-emergency call-backs to obtain additional information or follow-up on disconnected calls.

May perform duties at temporary emergency command centers and locations during periods of local, state, and national emergencies, as required.

Testifies in court to provide an accurate account of information related to emergency/non-emergency calls for assistance, as required.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Successful completion of designated airport operations or law enforcement dispatcher training programs, including possession of all required certifications

LICENSES AND CERTIFICATIONS

- Successful completion of designated airport operations or law enforcement dispatcher training programs, including possession of all required certifications Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of CJIS Security Clearance Expectations within the Airport Operations Center
- Working knowledge of the Airport Communication Center regulations and standard operating procedures and airport operations and public safety dispatching systems.
- Working knowledge of the Airport layout, facilities, operations systems, and airport public safety operations.
- Working knowledge of Aviation Authority policies, procedures, and guidelines.
- Working knowledge of effective communication techniques.
- Working knowledge of digital and audio communications equipment operation.
- Working knowledge of computerized mapping systems and related software use and application.
- Working knowledge of CPR and First Aid procedures and techniques.
- Working knowledge of law enforcement, emergency medical, and fire terminology.
- Skill in operating a multi-line or computerized telephone, and i operating digital, audio, or radio communications equipment.
- Ability to multitask under potentially stressful conditions.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
- Ability to accurately assess emergency and non-emergency information, make correct decisions and take appropriate action.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow established procedures and pay close attention to detail.
- Ability to locate offices, agencies or individuals promptly through directories or other information sources.
- Ability to maintain confidential information.
- Ability to work effectively with others.
- Ability to accurately sort, file, and retrieve material using alphabetical, numerical, or chronological systems.
- Ability and willingness to work rotating shifts including nights, weekends, and holidays.

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JOB POSTING**AOC Dispatcher III**

POSITION OVERVIEW

The Airport Dispatcher III is part of the Airport Operations Center team supporting Tampa International Airport's operations and public safety and security activity within the airport and surrounding area 24 hours every day. Responsibilities include answering emergency phone calls, processing sensitive information, and dispatching first responders by radio when required. Airport Dispatchers III also monitors and operate systems that include communication of video security and patron transportation, such as the Airport's shuttle system, while taking customer service phone calls from patrons and fellow employees looking for assistance.

POSITION ROLES & RESPONSIBILITIES

Monitors airport audio and video operations and public safety communication systems.

May receive incoming 911 emergency and non-emergency calls for assistance, make inquiries to solicit relevant information, and assess information to determine the nature and urgency of calls for assistance.

May enter public safety-related information into the Computer Aided Dispatch (CAD) system and redirects calls to specific or alternate emergency responding agencies or departments.

Dispatches responders using digital and analog voice communications equipment and/or a computer dispatch system.

May access and enter sensitive law enforcement data in local, state, and federal databases for investigative purposes, including the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.

May determine the location of the emergency and non-emergency calls initiated from landlines or cellular phones using a Global Positioning System (GPS).

May research local, state, and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, locate other relevant data, and provide information to emergency response personnel before arrival at the emergency location.

Operates various computer systems and programs, including aviation specific systems, airport facility systems and equipment, security alarm systems, and closed-circuit television (CCTV) systems.

Activates the Aviation Authority emergency communications notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operational impacts.

Responds to requests for flight information, pages, general information, and inquiries from the general public and tenants regarding airport operations and public safety issues.

Conveys a variety of information related to airport operations and public safety activities to airport personnel, vendors, service contractors, and the general public as required.

Maintains records and reports, including shift reports and operations logs.

Initiates emergency and non-emergency call-backs to obtain additional information or follow-up on disconnected calls.

Performs duties at temporary emergency command centers and locations during periods of local, state, and national emergencies, as required.

Testifies in court to provide an accurate account of information related to emergency/non-emergency calls for assistance, as required.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of Operations or Public Safety dispatcher experience within the Airport Operations Center
-

LICENSES AND CERTIFICATIONS

- Successful completion of designated airport operations or law enforcement dispatcher training programs, including possession of all required certifications Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of CJIS Security Clearance Expectations within the Airport Operations Center
 - Working knowledge of the Airport Communication Center regulations and standard operating procedures and airport operations and public safety dispatching systems.
 - Working knowledge of the Airport layout, facilities, operations systems, and airport public safety operations.
 - Working knowledge of Aviation Authority policies, procedures, and guidelines.
 - Working knowledge of effective communication techniques.
 - Working knowledge of digital and audio communications equipment operation.
 - Working knowledge of computerized mapping systems and related software use and application.
 - Working knowledge of CPR and First Aid procedures and techniques.
 - Working knowledge of law enforcement, emergency medical, and fire terminology.
 - Skill in operating a multi-line or computerized telephone, and in operating digital, audio, or radio communications equipment.
 - Ability to multitask under potentially stressful conditions.
 - Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
 - Ability to accurately assess emergency and non-emergency information, make correct decisions and take appropriate action.
 - Ability to use a computer and related software.
 - Ability to communicate effectively, both orally and in writing.
 - Ability to follow established procedures and pay close attention to detail.
 - Ability to locate offices, agencies, or individuals promptly through directories or other information sources.
 - Ability to maintain confidential information.
 - Ability to work effectively with others.
 - Ability to accurately sort, file, and retrieve material using alphabetical, numerical, or chronological systems.
 - Ability and willingness to work rotating shifts including nights, weekends, and holidays.
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Assistant General Counsel

POSITION OVERVIEW

This position assists in legal matters for the Authority and is responsible for the performance of a wide variety of legal duties including researching legal issues, preparing memorandums of law, providing advice to staff and reviewing leases, contracts and agreements for the Authority such as airline agreements, concession/commercial development agreements, land acquisition and ground leases, construction and consultant agreements and the lease of airport facilities at the Authority's four airports. This position will review the legal sufficiency of contracts and agreements in accordance with federal, State, local and Authority operating directives, rules and regulations. Experience with and knowledge of Florida Public Records Act and Florida Sunshine Law a plus. The incumbent will assist in ensuring that contracts, leases and agreements clearly define the interests of the parties involved; are consistent; accurately identify the parties' obligations; outline performance standards and DBE goals and expectancies; and represent the current regulatory environment.

POSITION ROLES & RESPONSIBILITIES

Review contracts, grant agreements, concession agreements, vendor agreements, user agreements, leases, easements, permits and similar documents.

Draft and preparation of contracts or other legal documents.

Provide research services for various legal issues.

Research and prepare memorandums of law for various legal issues.

Administrative dispute resolution.

Overseeing outside counsel litigation.

Attend depositions, court hearings and other matters on behalf of the Authority.

Other duties and assignments as may be required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Master's Degree Juris Doctor degree from an accredited school of law
- Three (3) years Experience in local governmental law (preferred), insurance, construction, finance, or real property.

LICENSES AND CERTIFICATIONS

- Bar Admission Required
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JOB POSTING**Audit Manager**

POSITION OVERVIEW

Performs a wide range of professional assurance and consulting engagements with minimal supervision. Responsible for management of engagements from start to finish including the development of objectives, scope, and engagement work programs. Independently performs complex test work while assigning, reviewing, and supervising work of less experienced auditors. Performs all work in accordance with professional auditing standards. Collaborates with the Internal Audit Team, employees from other business units, and commercial entities with whom contractual relationships exist to identify areas of risk, make valuable recommendations, and influence positive change. Develops strong rapport with internal stakeholders and communicates frequently with clients. Prepares final reports and presents engagement results to management. Reports to the Director of Internal Audit. Minimal travel required. The Authority does have a flexible work policy that allows for a hybrid work schedule (some in-person and some remote work). All essential job functions can be performed in the office or remotely.

POSITION ROLES & RESPONSIBILITIES

Plans, coordinates, and performs assurance and consulting engagements from beginning to end in accordance with the annual audit plan. This includes planning procedures to develop objectives, scope, and methodology; preparation of well-organized and complete workpapers that document procedures performed, results, and conclusions; assigning and reviewing the work of other auditors assigned to the engagement; preparation of memos and reports; and communication of engagement results with management.

Responsible for highly complex areas of an engagement while providing support to audit staff in their performance of less complex areas.

Directly supervises, trains, schedules, assigns work, and prepares performance reviews of intern and staff level auditors.

Identifies and communicate issues and offers recommended solutions relevant to business and risk. Evaluates issues identified for inclusion in report by distinguishing between critical and noncritical matters when assessing the significance of deficiencies and making recommendations for improvement.

Regularly communicates engagement progress, technical problems, and potential issues identified to supervisor and stakeholders.

Attends meetings and communicates effectively with various Authority Department representatives and representatives from external organizations, as needed. Represents the department in outside meetings and conferences, as needed.

Performs special projects and participates in Authority-wide initiatives as assigned.

Participates in decisions relating to changes in auditing policies and procedures within the Department.

Attends and participates in continuing professional education opportunities throughout the year.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree from an accredited four-year college or university with a major in Accounting, Finance, Economics, Statistics, Information Systems, Engineering, Business Administration, Public Administration, or related field AND
- of supervisory or project management experience as a professional Auditor.
- OR an equivalent combination of related experience, training, and education necessary to perform successfully in the role.

LICENSES AND CERTIFICATIONS

- Certified Public Accountant (CPA) OR Upon Hire Required
- Certified Internal Auditor (CIA) OR Upon Hire Required
- Certified Information Systems Auditor (CISA) OR Upon Hire Required
- Note: If not currently a Certified Internal Auditor, the Internal Audit Manager will be expected to become certified by the end of the second year of employment. Required

KNOWLEDGE, SKILLS & ABILITIES

- Advanced proficiency with Microsoft Office (Excel, Word, Outlook, PowerPoint, etc.)
- Thorough knowledge of Government Auditing Standards (Yellow Book) and/or IIA Standards (Red Book).
- Thorough knowledge of proper workpaper techniques such as referencing, indexing, etc. Ability to ensure results and conclusions are well-documented in accordance with professional standards and the Department's procedures.
- Ability to understand and interpret provisions of various contracts between the Authority and external companies and contractors.
- Ability to prepare and review complex engagement reports and analyses for completeness of preparation and conformance with engagement objectives, professional auditing standards, and department procedures. Must be able to provide constructive feedback to audit staff as part of the review process.
- Ability to analyze and interpret complex data, devise audit procedures and techniques, and evaluate results.
- Ability to easily adapt to change.
- Ability to work directly with Legal Affairs regarding interpretations of laws, rules, regulations, contracts, etc.
- Thorough knowledge of supervisory principles and practices.
- Ability to participate effectively in the formulation of departmental policies and procedures and to stay informed on revisions to applicable Authority, Department, and professional policies, procedures, and standards to ensure conformance.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Ability to work effectively with personnel in the Department, in other Authority Departments, and from outside the Organization.
- Ability to work in both individual contributor and team roles.
- Strong organization and follow-up skills, including handling competing priorities to meet deadlines and commitments.
- Ability to lead follow-up of responses for assigned projects, evaluate the adequacy of the corrective action, and plan for follow-up testing.
- Ability to maintain professional certifications and desire to obtain new certifications as part of continued professional development.
- Ability to perform work with objectivity and integrity and ability to maintain confidential information. Must adhere to Department independence and ethics standards.
- General knowledge of federal, state, and local laws, ordinances, rules, regulations, and guidelines pertaining to fiscal management of government agencies, including those funded by federal grants.
- General knowledge of the principles of governmental accounting, business, and public administration.

- Ability to determine the adequacy and effectiveness of management controls over operational activities.
 - Ability to exercise judgment and discretion in evaluating audit findings for critical and non-critical matters.
 - Experience with general information systems auditing (general computer controls, finance-related software applications).
 - Experience with electronic audit work paper software is preferred.
 - Experience with data analysis software is a plus.
 - Experience in construction auditing is a plus.
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JOB POSTING

Automated Systems Technician

POSITION OVERVIEW

The ideal candidate for this position will have experience in the operation and maintenance of specialized automated equipment such as conveyors, heavy industrial equipment and other electro-mechanical systems that are specific to an airports operation. This is a skilled position responsible for the maintenance and repair of the Tampa International Airport's passenger boarding bridges, baggage handling system, and 400 Hz ground power units. Incumbents in this position will be required to work nights, weekends, and/or holidays.

POSITION ROLES & RESPONSIBILITIES

Perform preventive and predictive maintenance on automated equipment such as: baggage conveyors and associated equipment, Passenger Boarding Bridges, 400 Hz Ground Power Units, Roll-up doors for security and fire protection and lighting.

Perform advanced replacement, set-up, and troubleshooting of equipment components including but not limited to, hydraulic components, electric motors and controls, VFD's, relays, PLC input/output cards (No programming required), electronic components capacitors, IGBT's, Circuit Boards, photocells, proximity switches, auto leveling devices, and other related equipment. Efficiently troubleshoot 24, 110, 277, 480 volt circuits from source to load.

Modify equipment to improve efficiency in operations (ARC, MIG, Plasma cutting, Oxy/acetylene fabrication).

Maintains maintenance records in computer based MMS such as inspections, repairs, materials used and tracking backlogged work.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of experience installing or maintaining automated equipment such as but not limited to, conveyors, industrial equipment, and other electro-mechanical systems or possession of certificate(s) supporting industrial maintenance trades such as industrial automation controls, basic or advanced electrical, motor controls, hydraulics, mechanical maintenance, welding, and other general maintenance on automated systems.

KNOWLEDGE, SKILLS & ABILITIES

- Basic computer skills are required as well as possession of a valid Driver's License.
- Must be able to pass an extensive CBP (Customs Border Protection) background investigation and work non-standard hours including working nights, weekends, and/or holidays.
- Knowledge of the required tools, parts, materials, and methods used for repairing and servicing electrical, electronic, mechanical, and hydraulic equipment and associated components.

- Knowledge of the occupational hazards and safety precautions of the trade (ARC Flash, Lock out Tag out)
 - Knowledge of the parts requirements and compatibility between various pieces of equipment.
 - Skilled in electrical/electronic/mechanical/hydraulic troubleshooting. (24, 110, 277, 480-volt circuits)
 - Skilled in the use and care of various hand, and machine tools, welders, rigging, harnesses, etc.
 - Skilled in the use of electrical test meters, meggers, thermal guns, and gauges.
 - Ability to troubleshoot, detect, and correct equipment failures at the root cause.
 - Ability to proficiently utilize electrical, electronic, hydraulic, and mechanical schematics and technical publications to make repairs.
 - Experience operating heavy equipment such as Forklifts, Articulating booms, Scissor lifts, Spider lifts, etc.... (Preferred).
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Board Services Administrator

POSITION OVERVIEW

Reporting to the Chief Executive Officer, this position performs highly independent and administrative supportive duties for Board Members of the Hillsborough County Aviation Authority. Duties would include having direct knowledge of confidential interactions of Board Members with internal and external projects. In addition to members of the Authority's Board, this position routinely interacts with the Chief Executive Officer and senior staff, representatives from the private sector, and state and local governmental officials. This position is challenged with projecting a positive image on behalf of the Authority in all such interactions.

POSITION ROLES & RESPONSIBILITIES

Prepares and coordinates all functions related to the monthly meeting of the Authority's Board, to include the agenda, minutes, resolutions, PowerPoint presentations, etc.

Maintains a calendar of events for Board Members; schedules and provides notice to ensure they are aware of meetings, events and other obligations related to their duties as members of the Board.

Coordinates and prepares correspondence for the members of the Board and drafts appropriate responses to public inquiries.

Provides PowerPoint presentations or other informational materials for presentations to or by members of the Board.

Makes travel arrangements and coordinates submission of travel expenses for payment or reimbursement.

Performs other related complex and confidential duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Public or Business Administration, or another related field
- Four (4) years of extensive experience in an administrative support position. Demonstrated typing and computer related skills and the ability to communicate effectively orally and in writing. Experience in high energy firm managing multiple and complex tasks.
- Demonstrated and related work experience may be substituted on a year-for-year basis for the educational requirements.

PREFERRED QUALIFICATIONS

- Bachelor's Degree Public or Business Administration, or another related field

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of governance principles, including legal and ethical responsibilities.
- Knowledge of the organization's bylaws, charter, and mission.
- Ability to contribute to the development and execution of the organization's strategic plan.

- Understanding of the organization's long-term goals and objectives.
 - Strong leadership skills to facilitate effective board meetings and decision-making.
 - Excellent communication and interpersonal skills for collaborating with fellow board members, staff, and stakeholders.
 - Familiarity with relevant laws and regulations, such as nonprofit governance laws or industry-specific regulations.
 - Ability to ensure the organization complies with legal and ethical standards.
 - The capacity to think critically and strategically, considering the long-term impact of decisions.
 - Ability to assess risks and opportunities.
 - Proficiency in identifying and addressing issues and challenges that arise within the organization.
 - Knowledge of the specific industry or sector in which the organization operates can be invaluable for making informed decisions.
 - Competency in using technology for board communications, document management, and data analysis.
 - The ability to manage time effectively to balance board responsibilities with personal and professional commitments.
 - A willingness to collaborate and work as part of a team, valuing diverse perspectives and contributions.
 - Flexibility to adapt to changing circumstances and the evolving needs of the organization.
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Budget Manager

POSITION OVERVIEW

Reporting to the Director of Financial Planning & Reporting, the Budget Manager is responsible for planning, organizing, and directing many aspects of the Authority's budgeting and financial planning activities. Support annual operating budget process (Passengers, Expense, Revenue, & Workforce), from providing the budget guidelines and calendar to the executive team to producing the annual budget book and supporting analysis for the Authority's Board & stakeholders. Oversees budget amendments and recommends and implements reallocation of funds throughout the fiscal year to meet the needs of all levels of upper management. Responsible for reviewing, updating, modifying, and implementing budget/forecast-related policies and procedures. The Budget Manager provides expertise, leadership, and guidance to the Authority's staff, managing, developing, implementing, interpreting, enforcing, and explaining the forecasting & budgeting process, policies, and procedures. This position will also be responsible for the support of the Authority's Hyperion Planning and Budget system. Reviews and analyzes budget requests and financial planning issues to develop recommendations for all levels of the Authority's staff. This position exercises considerable independent judgment in interpreting technical aspects of the budgeting and forecasting processes.

POSITION ROLES & RESPONSIBILITIES

Coordinates the completion of the \$400+ million revenue and \$198+ million annual and monthly operating budgets and amendments to same. Researches, analyzes, and prepares data on operating revenues and expenses.

This position manages technical aspects of the Hyperion Planning & Budgeting system to include:

The maintenance of a chart of accounts hierarchy in our Enterprise Data Management Cloud System (EDMCS) to ensure that all planning reports are in sync with the organization's operations.

Review daily data load logs to ensure proper flow of data from the general ledger to Hyperion

Oversee substitution variables to support monthly roll of periods, annual roll of period, & various department and organizational reporting structure changes

Supporting the ongoing creation and development of the numerous Hyperion reports

Leads all other Hyperion system technical duties

Supervises monthly labor rate calculation and cost allocation processes and other work prepared by the Senior Accountant - Financial Planning

Works with Human Resources to maintain Personnel details by position for monthly forecast and budget.

Develop and implement the calendar for the annual budget process. Includes operating expenses, revenue budgets, the capital program, equipment requests, personnel requests, interest projections, rate calculations, and budget submissions to the airlines and the Authority's Board.

Responsible for developing and maintaining all monthly forecasting and budgeting reports.

Manages the equipment budget, providing recommendations and guidance to staff and management regarding reallocating budget funds to meet equipment needs throughout the fiscal year.

Prepares budget and forecast-related documents for presentation to the airlines and the Authority's Board.

Provide guidance to staff in analyzing budget variances and monitoring departmental expenses' accuracy.

Maintains all required calculations and inputs for the revenue budget & projection modeling through the Hyperion system.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Finance, Accounting, or another related field.
- Five (5) years of increasingly responsible budgeting, accounting and/or financial experience.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certified Public Accountant (CPA) CPA Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Experience using Hyperion budgeting & forecasting systems in either on premise or cloud environments
- Have working knowledge of generally accepted accounting principles and expertise using the Microsoft suite of software products
- Strong financial acumen and ability to present issues clearly and concisely
- Familiarity with the principles and methods of payroll accounting practices and payroll taxes.
- Strong interpersonal (verbal and written) communication skills.
- Proven ability to handle confidential information and work with minimal supervision.
- Ability to solve complex practical problems
- Ability to maintain cooperative working relationships with other departments and organizations.
- Strong financial acumen and ability to present issues clearly and concisely
- Advanced Excel and data manipulation skills
- Proficiency in Oracle or other comparable ERP system
- Should have working knowledge of generally accepted accounting principles and expertise using the Microsoft suite of software products.
- Should have working knowledge and experience managing and working within large-scale financial ERP systems.
- Proficient in Microsoft Office suite.

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JOB POSTING

Building Maintenance Supervisor

POSITION OVERVIEW

The ideal candidate for this position has supervisory experience in building maintenance and repair of a large public facility (airport, hotel, theme park, sport stadium, office building, etc.). Administrative duties include estimating materials and determining equipment needs to perform tasks; coordinating employee training; supervising personnel to address employee issues to include coaching and employee support; performance evaluations; time clock management; and project coordination. Candidates must have the ability to use computer software for a variety of tasks, have excellent verbal and written communication skills, and strong ability to make decisions and prioritize work for varying work locations.

POSITION ROLES & RESPONSIBILITIES

Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.

Develops, analyzes, and updates maintenance policies and procedures to ensure an efficient, effective, and safe work environment.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determines equipment, and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.

Determines, schedules, and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Requisition equipment, tools, and materials in a timely manner to ensure maintenance and construction schedules are met.

Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.

Answers questions and provides information related to work assignments including resolving problems, handling complaints, and providing technical expertise in area of assignment.

Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.

- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from high school or possession of a GED Certificate
- An equivalent combination of education, training and experience
- Of work experience in construction, maintenance, or the skilled trades
- Of which must have been in a supervisory capacity.

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules, regulations, and operational requirements of the organization.
 - Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Working knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of the organization's procurement system.
 - Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to collect, organize and evaluate data and develop logical conclusions.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to plan, organize and oversee the work of others.
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Business Analyst-Parking

POSITION OVERVIEW

Under general direction of the VP of Concessions and the Director of Commercial Parking, the incumbent will perform regular analyses of parking and other related data sources to help inform decision making, optimize revenue and increase customer service. Duties involve working with numerous data sources and interpreting these data sources in order to provide insight into the parking business and related areas. Working across departments and with other stakeholders, the ideal candidate will be working with numerous systems and will have the skill set to manipulate the different data sets and provide accurate, timely and concise reports.

POSITION ROLES & RESPONSIBILITIES

- Provide and present analysis and reports on parking financial performance, product performance and future plans to senior management.
- Undertake regular variance and trend analyses
- Mine data to recommend changes to parking pricing or offers
- Study the change in behavior of passengers due to the implementation of new products, features, pricing, marketing etc.
- Assist in customer research programs and the process of decision making based on the findings
- Interpret various sources of data and convert findings into reports, ideas and recommendations
- Work with other departments to ensure compliance with parking revenue control and audit processes.
- Provide reliable and accurate analysis to inform decision making
- Produce new and perceptive reports from the Business Intelligence System

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from an accredited four year degree granting college or university
- of experience in the areas of analysis of data, presentation of findings and provision of recommendations
- Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

KNOWLEDGE, SKILLS & ABILITIES

- Must be able to work independently under tight deadlines/quick turnarounds with minimal supervision and direction
- Must have extensive experience in data mining and being able to "tell a story" with numbers
- Must be considered a subject matter expert (SME) in Excel performing complex functions
- Preferred candidate would have experience in doing an in-depth financial analysis
- Considerable knowledge of analysis and research techniques, methods and procedures.
- Considerable knowledge of key performance indicators and metrics.
- Considerable knowledge of analytical & financial principles, practices and procedures.
- Considerable knowledge of English spelling, grammar and punctuation.
- Skill in conducting independent studies and analyses

- Ability to work independently and analyze, interpret and accurately summarize complex processes and detailed information.
 - Ability to produce strategic plans that are in line with Authority objectives
 - Ability to create, manage, forecast, and analyze budgets.
 - Ability to use considerable initiative and exercise sound judgment in making conclusive recommendations based on business needs.
 - Ability to communicate effectively both orally and in writing and facilitate the open exchange of ideas and information.
 - Ability to interpret large amounts data and report findings succinctly
 - Ability to use considerable initiative, think independently, and exercise sound judgment.
 - Skill in presenting reports defining project progress, problems and solutions.
 - Ability to work effectively with others.
 - Ability to set priorities, meet deadlines and multi-task.
 - Ability to use a computer and related software.
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Business Diversity Compliance Specialist

POSITION OVERVIEW

The Business Diversity Compliance Specialist will be responsible for implementing aspects of the Authority's Disadvantaged Business Enterprise (DBE), Woman Minority Business Enterprise (WMBE), and Title VI programs and ensuring that the Authority complies with provisions of U.S. Department of Transportation 49 C.F.R. Part 26 and other laws. Reporting to the Senior Manager of Business Diversity, the incumbent analyzes procurement documents and information to identify business opportunities for DBEs and WMBEs; determines goals for contracts, and monitors DBE/WMBE payment activity reports for goal compliance. The position also provides technical assistance to the Procurement department and other internal staff on DBE and WMBE requirements. The position will also be responsible for administering the Authority's Title VI and Limited English Proficiency Programs.

POSITION ROLES & RESPONSIBILITIES

Participates in the contract solicitation processes, including recommending specific contract goals where appropriate, reviews contract specifications, attends pre-proposal and pre-bid conferences and evaluates proposals and bids for proposer/bidder responsiveness, responsibility, and good faith efforts.

Monitors and tracks specific contract performance and actual DBE and WMBE participation and contract payments.

Maintains appropriate records including DBE/WMBE compliance activity reports and project payment reports

Analyzes compliance data and generates reports of DBE/WMBE compliance achievement.

Implements, monitors, and ensures the Authority's compliance with Title VI Programs and Limited English Proficiency policies and regulations.

Participates in various community outreach events as needed.

Performs a variety of administrative and reporting duties.

Enters data from various source documents into database management systems for storage, processing, data management, and reporting purposes; performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Three (3) years of experience working with disadvantaged/minority/women business enterprise, equal opportunity/affirmative action or minority economic development programs; project management and/or construction compliance monitoring

- An equivalent combination of education, training and experience

PREFERRED QUALIFICATIONS

- Bachelor's Degree In Business Administration, Public Administration, Business Management or other closely related field from an accredited four-year college or university

KNOWLEDGE, SKILLS & ABILITIES

- Skilled in Microsoft Excel and Word.
 - Knowledge of methods and techniques of data collection and entry.
 - Excellent organizational skills
 - Ability to interpret large amounts of data and report findings succinctly.
 - Ability to communicate effectively both orally and in writing and facilitate the open exchange of ideas and information.
 - Ability to use considerable initiative, think independently, and exercise sound judgment.
 - Ability to establish and maintain effective working relationships.
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Business Diversity Specialist

POSITION OVERVIEW

Manages small projects or sub-projects. These projects are characterized as having a project value of less than \$5 million and generally impacts a single business unit, department or agency. The projects managed have minimal project visibility, impact and risk at the Agency or County level.

POSITION ROLES & RESPONSIBILITIES

Performs project management work by managing, coordinating and implementing small projects or parts of larger complex projects.

Directs and coordinates activities concerned with the implementation of a project.

Prepares or assists in the preparation of contract drafts, requests for proposal, and other related documents for review

Manage project execution to ensure adherence to plan, schedule and scope.

Identifies, tracks, monitors and communicates project-related tasks, issues, scope changes, variances and contingencies that may arise during the project implementation.

Monitors project budget, monitors status of allocated funds and controls expenses.

Prepares and maintains project documentation.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Business Administration, Business Management, Public Administration or related field
- Three (3) years Of program/project management experience directly related to the position duties.
- An equivalent combination of education, training and experience that would reasonably be expected in this position.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the principles and practices of project management.
- Knowledge of the processes, activities, requirements and objectives of the functional area to which assigned.
- Ability to communicate effectively both orally and in writing.
- Ability to manage multiple tasks and solve problems involving several variables or unique situations.
- Ability to manage the details of projects, track activities and meet deadlines.
- Ability to collect, organize and analyze data and make logical decisions.

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Business Office Manager (Concessions and Commercial Parking)

J o b D e s c r i p t i o n

Business Office Manager (Concessions and Commercial Parking)

POSITION OVERVIEW

Reporting to the Vice President of Concessions and Commercial Parking, this position will manage a wide variety of business office functions supporting the Vice President and her Senior Leadership team at the Tampa International Airport. The Business Office Manager will be responsible for data collection and coordination of the department's budget and considered the liaison for Concessions and Commercial Parking. The incumbent will manage the execution of purchase orders, requisitions, expense reporting and invoice processing. The ideal candidate will have at least two years of office management and executive administrative experience, exceptional organizational and project management skills, attention to detail as well as critical thinking and problem solving ability. May be tasked with ongoing project coordination of department and/or Authority-wide initiatives. Interpersonal skills at all levels of management, and comfort interacting with senior management is a must.

POSITION ROLES & RESPONSIBILITIES

Independently performs a wide variety of office management and project focused duties supporting a Vice President of Concessions and Commercial Parking, Department Directors and Senior Managers

Manages general administrative duties and processes for the Concessions and Commercial Parking Department

Provides liaison and coordination with other departments, suppliers and Concessions and Commercial Parking partners

Oversees the processing of Board agenda documentation including the tracking and timely submittal of all required documents

Independently determines priority status for the Vice President's calendar giving special attention to requests that reference important matters received or observed, such as incoming communications (email, correspondence, statements, face-to-face meetings requests, phone calls and internal staff actions).

Initiates purchase orders and/or requisitions, processes incoming invoices for department and/or project specific work.

Interprets, recommends and implements improvements to Concessions and Commercial Parking s administrative policies and procedures as well as internal workflow procedures.

Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction and typographical errors.

Manage Collections process for Department supporting Contract Managers including yet not limited to utilizing HCAA software programs, running reports, documenting communication events related to collections and ensuring appropriate follow up is being pursued.

Manages the coordination of special events and conference meetings; prepares presentation materials and provides summary and/or action reports for the VP of Concessions and Commercial Parking.

Participates in Authority meetings related to Concessions and Commercial Parking activities including

collections, IT solutions, sustainability and business initiatives.

Secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving personnel, payroll, medical, performance or disciplinary.

Be the subject matter resource for the department in software which supports the department such as Hyperion, Propworks, Oracle and other HCAA programs. Assist in ensuring these programs are being utilized effectively for the betterment of the Department.

Manages and closely monitors department budget and works with Business Analyst to prepare monthly updates for Senior leadership; coordinates monthly reviews and budget meetings and acts as the department's liaison to the Finance and Procurement departments

Manage the O&M and revenue budgeting process collaborating with Directors and their teams. Research and create budgets for expenses applicable to overall department (office supplies, etc.) and specific to Vice President. Oversee, prepare and coordinate budget materials for Vice President review and presentation to EVP, Finance, Execs and CEO.

Responsibility for monthly department O&M reporting including the processing of expenses, investigating inconsistencies, ensure accuracy and follow through that any inaccuracies are resolved including the coordination with finance to ensure consistency and accuracy Authority reports and/or programs.

Work with Managers of Concessions to create and analyze Concessions sales performance reports and investigate variance. Ensure that revenue recognition is in line with reported sales activities.

Create ad hoc financial reports, presentations and analysis for Vice President noting anomalies, insights, or trends.

Lead documentation of best practices, policies and administrative procedures for Department.

Tracks, monitors and manages office supply inventory and approves general supply orders.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Business Management, Business Administration
- Supervisory and/or administrative office management experience to include contract monitoring and vendor relationship management or an equivalent combination of related experience, training and education necessary to perform successfully in the role
- Must have experience with managing financial information associated with revenue and concessions data.

KNOWLEDGE, SKILLS & ABILITIES

- Experience with Oracle expense reporting is a plus.
- Advanced knowledge of Microsoft Word, PowerPoint, Excel, and Visio required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms, and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
 - Knowledge of the access, storage, destruction, and release of restricted, sensitive, and confidential information, and applicable guidelines.
 - Knowledge of budget management.
 - Ability to communicate effectively orally and/or in writing.
 - Skill in project management and organization.
 - Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches.
 - Ability to initiate projects and presentations based on department needs.
 - Ability to use discretion and independent judgment in evaluating information.
 - Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
 - Ability to effectively lead or supervise lower-level administrative staff and interns.
-

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Business Office Manager (General Aviation)

J o b D e s c r i p t i o n

Business Office Manager (General Aviation)

POSITION OVERVIEW

The Business Office Manager for General Aviation (GA) serves as an operational and administrative support role within the Hillsborough County Authority's (HCAA) General Aviation Department. Reporting to the Senior Manager of GA Business and Administration, this position provides high-level administrative support to the GA department and ensures alignment with the Authority's culture, business requirements, and objectives.

POSITION ROLES & RESPONSIBILITIES

Office Management and Project Support:

- Independently perform a wide range of office management and project-focused responsibilities to support General Aviation department leadership.
- Act as a liaison between General Aviation and other departments, such as Finance, Procurement, and Real Estate.
- Conduct research, collect and interpret data, and compile statistical and analytical reports.

Calendar Management and Correspondence:

- Prioritize and manage the calendars of General Aviation department leadership, giving special attention to important matters and incoming communications.
- Manage Board-related and legal items for General Aviation.
- Initiate and compose Board agendas, meeting minutes, correspondence, memos, and other documents.

Meeting Participation and Record Keeping:

- Participate in Authority meetings related to General Aviation activities.
- Secure and monitor restricted, sensitive, and confidential records or information.
- Prepare routine correspondence, notifications, forms, meeting minutes, and related documents.

Coordination and Support:

- Work closely with General Aviation Partners to coordinate events, employee recognition events, community service projects, and other programs or events.
- Schedule department team-building or group meetings, facilitate agendas, and manage office supply inventory.
- Review correspondence for consistency, compliance with administrative policies, and formatting, ensuring accuracy and professionalism.

Confidentiality and Other Duties:

- Maintain discretion in matters of confidentiality.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Business Management, Business Administration, Public Administration, or a related field of study.
- of administrative office management experience.
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent oral and written communication skills.
 - Strong research, data collection, and analytical abilities.
 - Demonstrated ability to lead or supervise administrative staff or interns effectively.
 - Proactive approach in initiating projects and presentations based on department needs.
 - Ability to represent departments with professionalism and courtesy when interacting with the public.
 - Skill in exercising discretion and independent judgment in evaluating information.
 - Effective multitasking and ability to thrive in a fast-paced environment.
 - Advanced proficiency in Microsoft Office products (Outlook, Word, Excel, and PowerPoint).
 - Experience with Oracle expense reporting or similar systems.
 - Knowledge of administrative procedures, personnel file management, transcription, and form design.
 - Familiarity with Aviation Business processes.
 - Understanding of access, storage, destruction, and release guidelines for restricted, sensitive, and confidential information, including knowledge of Florida Public Records (a plus).
 - Knowledge of the principles and practices of General Aviation (a plus).
 - Strong project and office management skills.
 - Logical reasoning ability to identify complex problems and implement alternative solutions.
-

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Business Office Manager (HR & Administration)

Job Description

Business Office Manager (HR & Administration)

POSITION OVERVIEW

The Business Office Manager (HR and Administration) serves in an operational and administrative support role within the Authority's Human Resources and Administration Departments. The Administration section consists of Enterprise Risk Management, Records & Information, and the Office of Innovation. This position will provide overall high-level administrative support for department heads under the direction of the Vice President of Human Resources and Administration. This role requires a hands-on, pro-active professional approach to creating and delivering the day-to-day administrative and office management services for Human Resources and Administration and contributes to ensuring the Authority's culture, business requirements and objectives are aligned.

POSITION ROLES & RESPONSIBILITIES

Independently performs a wide variety of office management and project-focused responsibilities supporting the Human Resources and Administration department leadership.

Acts as liaison between HR and Administration and other departments including, but not limited to, the Finance and Procurement departments for budget, requisition/purchase order, and invoice inquiries for HR and Administration.

Researches, collects, and interprets data, and compiles statistical and analytical reports.

Independently determines priority status for the Vice President's calendar giving special attention to requests that reference important matters received or observed, such as incoming communications (email, correspondence, statements, face-to-face meetings requests, phone calls and internal staff actions).

Initiates annual and ad-hoc purchase orders, requisitions and expense reports; processes incoming invoices for departments and/or project specific work.

Manages Board-related and legal items for Human Resources and Administration.

Initiates and composes Board agendas, meeting minutes, general business correspondence, memos, spreadsheets, etc. in final form for approval or signature of VP and department heads.

Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction and typographical errors.

Participates in Authority meetings related to HR and Administration activities as needed (Health Fairs, Open Enrollment and Town Hall Meetings, etc.).

Secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving personnel, payroll, medical, performance or disciplinary.

Prepares a variety of routine correspondence, notifications, forms, meeting minutes and related documents in order to communicate information to staff and employees.

Proofreads printouts, reports and other documents/forms used by assigned HR Business Partners in order

to identify and eliminate errors.

Works closely with HR Business Partners to assist in the coordination of events, employee recognition events, community service projects and other program(s) and events aimed at maintaining a positive culture with the Authority and Tampa Bay Community.

Schedules department team building or other group meetings and facilitates agendas, meals, event space requests, etc. Tracks, monitors and manages office supply inventory and approves general supply orders.

Completes written and verbal employment verifications as requested.

Maintains discretion in matters of confidentiality.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Business Management, Business Administration, Public Administration, or other related field of study
- At least three (3) to five (5) years of Oracle experience (or other similar system to include creating/processing requisitions, purchase orders and expense reports)
- Supervisory and/or administrative office management experience
- An equivalent combination of related experience, training, and education necessary to perform successfully in the role.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to communicate effectively orally and in writing.
- Ability to conduct research, collect and interpret data and compile statistical/analytical reports.
- Ability to effectively lead or supervise lower-level administrative staff and/or interns.
- Ability to initiate projects and presentations based on department needs.
- Ability to serve the public and represent departments with courtesy and professionalism.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to multi-task effectively
- Advanced level of skill set using Microsoft office products such as Outlook, Word, Excel, and PowerPoint.
- Experience with Oracle expense reporting or other similar systems is required.
- Knowledge of HR office administration, such as managing personnel files and records, transcription, designing HR-specific forms, and other related HR procedures.
- Knowledge of Human Resource processes and transactions is a plus.
- Knowledge of the access, storage, destruction, and release of restricted, sensitive, and confidential information, and applicable guidelines. Florida Public Records knowledge is a plus.
- Knowledge of the principles and practices of Human Resource administration is a plus.
- Skill in project and office management.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches.

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Business Office Manager (Information Technology)

Job Description

Business Office Manager (Information Technology)

POSITION OVERVIEW

Reporting to the Vice President of Information Technology (IT), this position will manage various business office functions supporting the Vice President and his Senior Leadership Team at the Tampa International Airport. The IT Business Office Manager will be responsible for data collection and coordination of the department's budget and will be considered the liaison for IT. The incumbent will manage executing the IT department's purchase orders and requisitions, expense reporting, and invoice processing. The ideal candidate will have at least two years of office management and executive administrative experience, exceptional organizational and project management skills, and critical thinking and problem-solving ability. May be tasked with ongoing project coordination of department and Authority-wide initiatives. Interpersonal skills at all levels of management and comfort interacting with senior management is a must.

POSITION ROLES & RESPONSIBILITIES

Independently performs various office management and project-focused duties supporting a Vice President of IT, IT Director, and Senior Managers.

Manages and closely monitors department budget and forwards monthly updates to IT leadership; coordinates quarterly reviews and budget meetings and acts as the department's liaison to the Finance and Procurement departments.

Independently determines priority status for the Vice President's calendar giving special attention to requests that reference important matters received or observed, such as incoming communications (email, correspondence, statements, face-to-face meetings requests, phone calls, and internal staff actions).

Initiates purchase orders and requisitions, and processes incoming invoices for the department and/or project-specific work.

Interprets, recommends, and implements improvements to IT's administrative policies and procedures and internal workflow procedures.

Initiates and composes agendas, meeting minutes, general business correspondence, memos, spreadsheets, logs, invoices, and reports in final form, for approval or signature of VP and Directors.

Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction, and typographical errors.

Manages coordinating special events and conference meetings; prepares presentation materials and provides a summary and/or action reports for the VP of IT.

Participates in Authority meetings related to IT activities.

Secures and monitors restricted, sensitive, and confidential records or information, including but not limited to records involving personnel, payroll, medical, performance, or disciplinary.

Tracks, monitors, and manages office supply inventory and approves general supply orders.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Business Management, Business Administration
- Of supervisory and/or administrative office management experience to include contract monitoring and vendor relationship management
- An equivalent combination of related experience, training, and education necessary to perform successfully in the role.

KNOWLEDGE, SKILLS & ABILITIES

- Experience with Oracle expense reporting is a plus.
- Advanced knowledge of Microsoft Word, PowerPoint, Excel, and Visio required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms, and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction, and release of restricted, sensitive, and confidential information and applicable guidelines.
- Knowledge of budget management.
- Ability to communicate effectively orally and in writing.
- Skill in project management and organization.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches.
- Ability to initiate projects and presentations based on department needs.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
- Ability to effectively lead or supervise lower-level administrative staff and interns.

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Business Office Manager (Internal Audit)

Job Description

JOB POSTING

Business Office Manager (Internal Audit)

POSITION OVERVIEW

Serves in an operational and administrative support role to the Director of Internal Audit and manages a wide variety of business office functions supporting the Authority's Internal Audit Department. Requires a hands-on and pro-active professional approach to organization, administrative tasks, and problem-solving. Must be tech savvy and able to easily adapt to new software initiatives. Interacts with all levels of management within the Authority, including the CEO and Board Members. May be tasked with ongoing project coordination of Department and/or Authority-wide initiatives. Assists the Board Services Administrator (BSA) and acts as the BSA in the event the BSA is not available. Reports to the Director of Internal Audit. Little to no travel required. The Authority does have a flexible work policy that allows for a hybrid work schedule (some in-person and some remote work). All essential job functions can be performed in the office or remotely.

POSITION ROLES & RESPONSIBILITIES

Performs small audit projects and data collection as assigned.

Composes agendas, minutes, correspondence, and spreadsheets as requested by members of the Department and reviews correspondence for consistency and compliance with administrative policies and procedures; approvals and signatures; as well as formatting, grammatical construction, and brand compliance.

Assists Board Services Administrator with board agenda preparation, communication with various departments, communication with Board members, and distribution of Board meeting materials for monthly Authority Board meetings. Serves as backup to the Board Services Administrator in the event of absence.

Manages and closely monitors Department budget, prepares monthly reconciliations and forecasts, and coordinates monthly review with Director. Processes expenses, investigates inconsistencies, and ensures accuracy of expenses reported. Coordinates with Finance to resolve discrepancies.

Manages, closely monitors, and independently determines priority status for the Director's calendar, giving special attention to requests that reference important matters. Schedules appointments and coordinates meetings as requested for Director and Department team members. Prepares materials, presentations, and conference rooms/equipment as needed for meetings.

Initiates purchase requisitions, orders office supplies, processes invoices for Department, manages continuing Department software contracts, and tracks related expenses. Assists with travel and lodging arrangements and completes expense reports for Department staff.

Manages preparation, coordination, and execution of Audit Committee meetings, including scheduling, correspondence, public notice, and distribution of informational materials.

Oversees the processing of Board agenda documentation, including the tracking and timely submittal of all required documents for Internal Audit-related items.

Creates ad hoc financial and trend analysis reports from various software across the Authority to assist Director in trend analysis. Creates graphs and charts to display audit results in a meaningful and easy to understand format. Prepares monthly Department dashboard.

Interprets, recommends, and implements improvements to policies and procedures within the Department as well as internal workflow procedures.

Secures and monitors restricted, sensitive, and confidential information, including but not limited to, records involving personnel, payroll, medical, performance or disciplinary action. Serves as the Records Custodian for the Department.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in management, business, or related field
- of office management and executive administrative experience.
- OR an equivalent combination of related experience, training, and education necessary to perform successfully in the role.

KNOWLEDGE, SKILLS & ABILITIES

- Advanced proficiency with Microsoft Office (Word, Outlook, PowerPoint, Excel, etc.)
- Strong organization, time management, and follow-up skills including the ability to handle competing priorities to meet deadlines and commitments.
- Thorough knowledge of executive administration, such as managing electronic files and records, producing meeting minutes, designing forms, and other related procedures.
- Thorough knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar, and effective writing skills. Ability to communicate effectively orally and in writing.
- Thorough knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Strong communication and relationship-building skills.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches. Ability to adapt to change quickly.
- Ability to initiate projects and presentations based on Department needs.
- Ability to use discretion and independent judgment in evaluating information. Must adhere to Department independence and ethics standards.
- Ability to obtain a working knowledge of policies, procedures, regulations, and rules of the Internal Audit Department and the Authority.
- Ability to serve the public and represent the Director with courtesy and professionalism.
- General knowledge of budget management and financial reporting.
- General knowledge of the access, storage, destruction, and release of restricted, sensitive, and confidential information, and applicable guidelines including working knowledge of Florida Public Records law.
- Experience with Oracle software is a plus.
- Experience with automated audit-specific software a plus.

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JOB POSTING**Business Office Manager (Procurement)**

POSITION OVERVIEW

Reporting to the Director of Procurement, Capital Program, this position is responsible for managing the administrative support section of the Procurement department. The incumbent will oversee various procurement processes for the Board agenda; document control, preparation, and formatting; department budget; supplier registration; and other departmental processes and support services. Coordinates with department personnel, Authority departments, and external customers. The following position(s) reports directly to the Business Office Manager: • Procurement Coordinator – this position performs the day-to-day execution of the procurement processes assigned to the administrative support section.

POSITION ROLES & RESPONSIBILITIES

Oversees the processing of Board agenda documentation, including the preparation and dissemination of all required documents

Oversees various department meeting planning and execution

Manages department office supply account and processes order requests

Manages the contract, including but not limited to tracking of all Authority-wide copier equipment, usage, budget, and copier paper

Manages updates to both the Procurement Department's internet and intranet pages

Submit solicitation notification to the Board Administrator on behalf of Procurement Agents

Manages Procurement department schedule reports

Assists with preparing and tracking department budget, including updating the expense forecast in Hyperion.

Manages department marketing publications

Provide administrative support at the Central Receiving Warehouse

Coordinates with the Risk Management department, contractors, and outside agencies to facilitate timely receipt of certificates of insurance and bonds to meet contractual requirements

Oversees the Supplier Registration program and integrity of supplier data

- Assists with bid opening process & document preparation/execution
- Manages general administrative duties and processes for the Procurement Department
- Provides liaison and coordination with other departments, suppliers and outside agencies
- Provides supervision, guidance, training and motivation to administrative support staff; coordinates functions; assigns, monitors and reviews work; evaluates performance, and initiates corrective

- Manages procurement helpline operations

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Management, Business, or a related field from an accredited college or university
- Bachelor's Degree In Management, Business, or a related field from an accredited college or university
- Experience managing the administrative functions of a business office with responsibilities that include document review and editing, excellent attention to detail, exceptional customer service skills, and handling multiple tasks at one time while meeting critical deadlines
- Supervisory or managerial experience
- Of progressively responsible experience in performing similar duties or an equivalent combination of education, training, and expertise would reasonably be expected to provide the job-related competencies.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Must possess a valid Class E driver's license Required
- Notary License Florida Public Notary Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Proficient with Windows and Microsoft Office (Word, Excel, PowerPoint)
- Team facilitation skills
- Ability to communicate effectively both orally and in writing
- Ability to manage multiple tasks and solve problems involving several variables or unique situations
- Ability to work well under pressure and meet deadlines
- Strong organizational skills and attention to detail
- Strong communication and relationship-building skills

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Commercial Parking and Ground Transportation Manager

Job Description

Commercial Parking and Ground Transportation Manager

POSITION OVERVIEW

Reporting to the Senior Manager, Airport Concessions, the Authority is seeking a qualified individual to assist in the day to day management of the public parking, rental car, and employee bus operations. The Commercial Parking and Ground Transportation Manager is involved in almost every aspect of the division and will be responsible for a wide and diverse range of assignments. The Commercial Parking and Ground Transportation Manager is responsible for assisting in creating and enforcing selected policies and procedures as promulgated by the Ground Transportation Operations Manual and Authority policies, standard procedures, and operating directives. The Commercial Parking and Ground Transportation Manager assists the Senior Manager, Airport Concessions in preparing the annual budget for the division and prepares reports related to the parking revenue control system, parking trends, capacity and usage, employee productivity, and other related reports as required by the Senior Manager, Airport Concessions. Ensures all related facilities and operations are fully staffed, clean, and safe, at all times and that tenants are in compliance with their agreements.

POSITION ROLES & RESPONSIBILITIES

Manages and monitors the day to day parking operation, rental car operation, employee shuttle operation, and the AVI (Automated Vehicle Identification) program, and is the Commercial Parking and Ground Transportation first point of contact.

Assists in managing the agreements for rental cars, employee shuttle, and parking, with a particular focus on compliance and standards.

Assists in preparing the annual fiscal year operating budget and is accountable for monitoring and achieving the expense budget in the employee shuttle and parking operation.

Makes recommendations for operational improvements and efficiencies.

Works closely with the parking operator, outside agencies and other tenants and internal teams for inspections of all parking and ground transportation facilities and equipment for cleanliness, safety hazards, preventative maintenance, and any other work required.

Produces, obtains, and maintains all operational daily, weekly, monthly, and annual reports as required by the Senior Manager, Airport Concessions. This includes, but is not limited to, financial reports, expense reports, bussing, Parking and Revenue Control System (PARCS), AVI, and other parking and ground transport related reports. It is expected that the Manager, Commercial Parking and Ground Transportation will obtain a working knowledge of these reports.

Collaborates with other Authority departments, in particular Terminal and Ground Transportation, Operations, and Procurement as needed and maintains excellent relationships.

Works closely with the Risk Management Department regarding damage claims and/or personal injury reports.

Handles customer service inquiries and/or complaints related to airport parking and ground transportation including responding to customer service emails and inquiries in a timely manner. This also includes reviews of refund requests to ensure requests meet response guidelines.

Resolves internal requests, questions, and complaints frequently requiring analysis of situations to determine the best use of resources and proposing corrective actions.

Position may require working alternate schedules on an as needed basis to support the operation such as nights, weekends, and holidays. Must be available for calls 24/7 including weekends and holidays.

Performs related work and any other duties as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree From an accredited college or university or equivalent experience
- Of progressively responsible experience at a medium or large-hub airport, preferably in public parking and ground transportation or operations fields
- Have experience in compliance and agreement management.

KNOWLEDGE, SKILLS & ABILITIES

- The incumbent should possess exceptional leadership, communication and presentation skills. Successful candidate should possess an understanding of airport parking facility operations and ground transportation operations, federal, state and local rules and regulations affecting such operations, and business principles and practices as they relate to management of parking and ground transportation agreements and facilities.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State a current Florida Driver's License. Required
-

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The Aviation Authority-Tampa International Airport is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Commercial Parking Systems Manager

POSITION OVERVIEW

The Commercial Parking Systems Manager is entrusted with the pivotal role of overseeing the daily operations of our online booking system while providing essential support to the broader management of our parking operations. In this multifaceted position, the Commercial Parking and Online Booking System Manager is tasked with a diverse range of responsibilities. This includes active participation in nearly every facet of our online booking system, ensuring its ongoing enhancement, and spearheading recommendations for process and system enhancements. In addition to this, the role involves the continuous analysis of industry best practices and emerging trends, as well as offering support to our comprehensive parking and ground transportation operations. The Commercial Parking Systems Manager will be instrumental in the creation, approval, and implementation of strategic initiatives geared towards optimizing our online booking system. Moreover, this position entails the development of insightful reports, the identification of trends that bolster our business objectives, thorough analysis of customer feedback, the processing of refunds, and the formulation of actionable recommendations across all facets of our parking operation, with a particular focus on the online booking system.

POSITION ROLES & RESPONSIBILITIES

System Enhancement and Analysis

- Benchmark other online booking systems and analyze system data to identify opportunities for enhancements.
- Recommend and evaluate enhancements for both the front-end and back-end of the online booking system.
- Develop strategic initiatives, including loyalty programs, premium offerings, and revenue-enhancing opportunities.

Customer Engagement and Feedback

- Act as the primary point of contact for customers, addressing concerns and feedback related to parking products and the online booking system.
- Monitor and utilize user feedback to track, report, and recommend actions to improve customer service.
- Investigate and respond to customer requests for online booking system refunds.

Compliance and Reporting

- Ensure compliance and adherence to terms and conditions, making recommendations for improvement.
- Generate reports that facilitate decision-making and provide actionable intelligence to the Director of Commercial Parking and Ground Transportation and other stakeholders.
- Provide analysis, data, and insights related to audits and business reviews.

Subject Matter Expertise

- Serve as the subject matter expert for the online booking system and its performance.
- Recommend, implement, trial, review, and report on new products, promotions, functionalities, and pricing.

Research and Industry Best Practices

- Collaborate with the Research Department on focus groups, surveys, and other customer feedback initiatives.
- Evaluate and report on e-commerce industry best practices, with a focus on relevant airport e-commerce opportunities.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree in Business Administration or another related field.
- Two (2) years of experience managing online booking systems and parking operations.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Business Administration or another related field.

KNOWLEDGE, SKILLS & ABILITIES

- Strong problem-solving skills, proficiency in analytics, and the ability to develop valuable business insights.
- Ability to collaborate effectively with leaders, employees, and customers while maintaining a positive and proactive approach.
- A strong commitment to prioritizing customer service and consistency in all decisions and recommendations.
- Excellent written and oral communication skills.
- Ability to use discretion and independent judgment in evaluating information.
- Considerable knowledge of systems analysis techniques.
- Ability to collect, organize, and evaluate data and to develop logical conclusions.
- Proficient in Microsoft Word, Excel, Outlook, and PowerPoint.
- Considerable knowledge of key performance indicators and metrics.
- Skill in conducting independent studies and analyses
- Skill in presenting reports defining project progress, problems, and solutions.
- Ability to set priorities, meet deadlines, and multi-task.
- Ability to work effectively with others.

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JOB POSTING

Commercial Real Estate Specialist

POSITION OVERVIEW

Performs administrative and paraprofessional work organizing the administrative and logistical aspects of a program/s. Develops and establishes work processes and procedures to deliver program services, evaluates effectiveness of program services and efficiency of processes, and implements prescribed program guidelines and objectives.

POSITION ROLES & RESPONSIBILITIES

Develops, organizes, establishes, and evaluates work processes to ensure delivery of services and to fulfill objectives. Reviews existing policies, procedures, and directives and recommends changes where necessary.

Interprets/explains policies, processes, applicable laws, rules, regulations, and guidelines to resolve problems, answers questions, and provides information and advice to current and potential program participants.

Coordinates projects where several organizational entities are involved and follows up to ensure that all details and requirements are met.

Reviews department operations for compliance, identifies strengths and weaknesses and areas of non-compliance, recommends corrective action, and instructs individuals and groups on proper methods and procedures for compliance with regulations.

Writes or revises internal processes.

Assists in developing presentations for individuals, groups, and organizations.

Processes and tracks invoices received by the Real Estate department.

Processes and tracks ad valorem tax and City of Tampa storm water invoices.

Assists with the revision of contracts and agreements.

Provides backup for other department personnel.

Organize and coordinate meetings with both internal and external stakeholders.

Assists in the development of the Real Estate department's budget, monitors expenditures and processes pre-approved expenditures; assists with preparing grant applications.

Resolves problems encountered during daily operations and determines appropriate solutions.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from an accredited four year college or university
- Of experience directly related to the position duties
- An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the functions, activities, requirements, and objectives of the specific program/functional area to which assigned.
 - Knowledge of organizational methods and procedures relating to administrative support.
 - Knowledge of budget management practices and procedures.
 - Ability to organize meetings, programs, and special events.
 - Ability to monitor, oversee and provide guidance to volunteers, clients, and other employees.
 - Ability to maintain files and records and prepare reports and correspondence.
 - Ability to use a computer and related software.
 - Ability to make presentations.
 - Ability to organize and to multitask.
-

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Communication Manager

POSITION OVERVIEW

As a key member of an award-winning globally-recognized team, reporting to the Senior Manager of Communications, the incumbent writes and edits press releases, publications, websites and presentations. This position also acts as a spokesperson for the Hillsborough County Aviation Authority and its facilities (Tampa International Airport, Tampa Executive Airport, Peter O. Knight Airport, and Plant City Airport) when designated. The Communications Manager maintains effective relationships with representatives of media outlets, industry groups and community organizations and serves as a liaison to other internal departments in support of Authority initiatives.

POSITION ROLES & RESPONSIBILITIES

Researches, develops, pitches and writes story ideas for internal and external distribution

Drafts and edits internal and external communications for the CEO and other executive staff

Produces content for distribution in airport newsletters, community and industry publications

Conducts media outreach and responds to media requests in a timely manner

Proactively seeks placement of stories about HCAA airports in national, local and industry publications

Monitors news coverage of the Aviation Authority and aviation industry, identifies trends and opportunities for promoting airport initiatives and produces earned media reports that quantify the value of media coverage

Updates Authority websites

Assists with crisis communications and participates in Airport emergency response exercises

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Journalism, Mass Communications, English or other related field.
- Of experience in broadcast journalism, media relations or public relations.

PREFERRED QUALIFICATIONS

- TV newsroom reporting or producing experience
- Professional experience using Twitter, Facebook and other social media platforms
- Experience working with e-mail campaign software such as MailChimp, Drip or similar programs

KNOWLEDGE, SKILLS & ABILITIES

- Must possess outstanding writing skills, strong editorial judgement, and the ability to communicate technical information in a clear manner under tight deadlines.
 - Applicants must have a keen understanding of how media works, what their needs are, and be skilled at prioritizing assignments and handling multiple tasks simultaneously.
 - Dependability and flexibility to work outside of traditional business hours when business needs arise are essential.
 - Ability to shoot and edit videos
-

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Communications Specialist

POSITION OVERVIEW

The Social Media Communications Specialist is responsible for the creation and execution of print, video, and social media content for the Aviation Authority and its airports. The Social Media Communications Specialist will develop and implement social media strategies to enhance brand visibility, engage with audiences, and drive business growth. Their expertise in leveraging various social media platforms will be essential in crafting compelling content, managing online communities, and monitoring trends to optimize the company's online presence. Reporting to the Senior Manager of Communications, this position requires leveraging various software programs and dynamic communication strategies to meet the department's needs and goals.

POSITION ROLES & RESPONSIBILITIES

Social Media Strategy:

- Develop and execute comprehensive social media strategies aligned with the company's goals, target audience, and brand identity.
- Stay updated with industry trends and best practices to maximize the effectiveness of social media campaigns.
- Identifies written and video messaging opportunities and creates engaging, daily content for digital platforms, including social media and airport websites.

Content Creation and Curation:

- Create engaging, informative, and visually appealing content tailored for different social media platforms, including but not limited to Facebook, Twitter, Instagram, LinkedIn, and YouTube.
- Curate relevant industry-related content from external sources to provide valuable information to the audience.
- Researches, pitches, and produces written and digital content for distribution in airport newsletters and other platforms.

Community Management:

- Build and nurture online communities by proactively engaging with followers, responding to comments, and addressing customer inquiries or concerns.
- Foster positive relationships with the audience and influencers, encouraging dialogue and user-generated content.

Brand Monitoring and Reputation Management:

- Monitor social media channels for brand mentions, reviews, and discussions, promptly addressing any issues or negative sentiments.
- Implement strategies to safeguard and enhance the company's reputation through proactive crisis management.
- Monitors account performance, news coverage, and posts about the Airport, Aviation Authority, and aviation industry.
- Identifies trends and opportunities for promoting airport initiatives.

- Helps maintain the airport's excellent service standards by addressing customer inquiries and feedback submitted online.

Social Media Advertising:

- Collaborate with the marketing team to develop targeted social media advertising campaigns that align with overall marketing objectives.
- Monitor ad performance, analyze data, and optimize campaigns to maximize ROI.
- Assists the department in operating the TPA TV internal communications platform.

Analytics and Reporting:

- Utilize social media analytics tools to track and measure the success of campaigns, monitoring key performance indicators (KPIs) such as reach, engagement, conversion rates, and customer sentiment.
- Provide regular reports and actionable insights to stakeholders.

Collaboration and Coordination:

- Collaborate with cross-functional teams, including marketing, design, content, and customer support, to align social media activities with broader marketing initiatives.
- Coordinate social media campaigns with product launches, events, and other company activities.
- Works with the Senior Manager of Communications to strategize and implement best practices for the airport's social media program.
- This includes maintaining a social media calendar and serving as an administrator for social media accounts and group pages.
- Executes special projects, events, and presentations as assigned.
- Collaborates with relevant airport departments to support these initiatives and establishes relationships with necessary vendors to effectively carry out campaigns or projects.
- Shares a regular on-call shift in accordance with Communications department needs.
- Undertakes other communications responsibilities as needed.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Journalism, Mass Communications, English or other related field.
- Three (3) years of experience in broadcast journalism, media relations, or public relations.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Two (2) years of Experience shooting and editing video on tight deadlines using professional camera/audio equipment and editing software
- Two (2) years of Experience updating website platforms and working with software such as PressPage, MailChimp or Drip

KNOWLEDGE, SKILLS & ABILITIES

- Must possess outstanding writing and technology skills and the ability to communicate technical information accurately and in an easy-to-understand manner.
 - Ability to prioritize assignments and handle multiple tasks under tight deadlines and have the ability to learn new communications and media platforms quickly.
 - Ability to be a self-starter, detail-oriented, and work independently.
 - Dependability and flexibility to work outside of traditional business hours as business needs arise are essential.
 - Knowledge of best practices for social media, website, and print communications.
 - Knowledge in shooting and editing video on tight deadlines, using a professional camera/audio equipment and editing software.
 - Knowledge of best practices for social media, website, and print communications.
 - Knowledge in updating websites and social media platforms and working with software such as Microsoft 365 products, Adobe products, PressPage, Sprout Social, and Drip.
-

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Concession Compliance Manager

POSITION OVERVIEW

Reporting to the Senior Manager, Airport Concessions, the Concessions Compliance Manager will support almost every aspect of the Concessions department and will be responsible for a broad and diverse range of assignments. The Concessions Compliance Manager is responsible for assisting in creating and enforcing contractual requirements, assessing Concessionaires' and Service Providers' compliance as specified in Lease and Concessions contracts and the Concessions Handbook, policies and procedures as promulgated by the Tenant Work Permit process, and Authority policies, standard procedures, and operating directives. The Concessions Compliance Manager assists the Senior Manager, Airport Concessions, in preparing the annual business review documents for the Director and prepares reports related to the Concessions annual performance reviews, hours of operation tracking, Wi-Fi survey subcategorizing, and other related reports as required by the Senior Manager, Airport Concessions. Ensures all related concession operations are well staffed, clean, and safe at all times and that Concessionaires are in compliance with their agreements by completing frequent inspections.

POSITION ROLES & RESPONSIBILITIES

Manages and monitors the day-to-day concessions program operation, including the online ordering program, and is the Concession's first point of contact.

Assists in managing the agreements for concessions, the Concessions Receiving and Distribution Center Management, and vending, with a particular focus on compliance and standards.

Offers support in preparing the annual fiscal year operating budget.

Makes recommendations for operational improvements and efficiencies.

Works closely with the Concessionaires, CRDC leaders, outside agencies, other Airport tenants, and internal teams for inspections of all concession locations and support facilities; inspects for cleanliness, safety hazards, preventative maintenance, and any other work required.

Creates, produces, obtains, and maintains all compliance daily, weekly, monthly, and annual reports as required by the Senior Manager, Airport Concessions. This includes, but is not limited to, annual Performance Audits, Security and Operational violations, hours of operation, and other compliance-related reports. It is expected that the Concessions Compliance Manager will obtain a working knowledge of these reports and recommend enhancements as needed.

Collaborates with other Authority departments, in particular, Terminal Operations, Maintenance, Planning & Development, Real Estate, Guest Services, and Procurement as needed and maintains excellent relationships.

Works closely with the Risk Management Department regarding claims and/or personal injury reports within concessions locations.

Supports Senior Manager, Airport Concessions with customer service inquiries and/or complaints related to airport concessions, including responding to wi-fi survey responses, customer service emails, and inquiries in a timely manner. This also includes refund requests for the online ordering program to ensure requests are resolved timely.

Resolves internal requests, questions, and complaints, frequently requiring analysis of situations to determine the best use of resources and proposing corrective actions.

Position may require working alternate schedules on an as-needed basis to support the operation, such as nights, weekends, and holidays. Must be available for calls 24/7, including weekends and holidays.

Performs related work and any other duties as required.

Performs frequent onsite Concession monitoring to ensure quality standards are met, and issues are resolved in a timely manner.

Establishes and implements a plan and monitors Concessionaire compliance with contract provisions such as pricing policy, store standards, and other contractual provisions as needed.

Communicates in writing and orally with Concessionaires concerning contract compliance, operations, and customer service issues.

Captures and analyzes contract activity data to prepare various reports for management.

Provides support to the Senior Manager for the administration of the Concessions Recognition Program.

Maintains, updates, and distributes department resources such as Concessionaire Handbooks, contact lists, menus, and performance plans.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Business Administration, Hospitality, Finance, or other related fields.
- Two (2) to five (5) years of experience in food and beverage, retail, and/or hospitality with progressive responsibility.

KNOWLEDGE, SKILLS & ABILITIES

- Possess an understanding of food and beverage and/or retail operations and compliance as well as federal, state, and local rules and regulations affecting such operations and business principles and practices as they relate to the management of revenue-generating agreements.
- Strong leadership, team-building, and consensus-building skills are required.
- Problem solver, accountable, and decisive with an ability to execute operationally sound plans.
- Visible, enthusiastic, and with a high energy level.
- Strong interpersonal, oral, and written communication skills.
- Exceptional eye for detail and high operational standards.
- Ability to use considerable initiative and critical thinking skills to exercise sound judgment in making conclusive recommendations based on compliance needs.
- Ability to focus on details, set priorities, meet deadlines, and multi-task.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Considerable knowledge of management principles, practices, and procedures.
- Considerable knowledge of the organization, operating activities, administrative practices, and policies of departments and agencies.
- Skill in conducting performance audits and analyses of operational programs and procedures.
- Ability to work independently to analyze, interpret, accurately summarize, and resolve complex compliance issues.

- Ability to use a computer and related software, including Microsoft Word, Excel, and PowerPoint.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Must possess a current Florida Driver's License. Required
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Concessions Contract Manager

POSITION OVERVIEW

Tampa International Airport is seeking a proactive self-starting individual to be responsible for the administration of leases and contracts to ensure compliance with terms and conditions expressed therein; research relevant markets and financial trends to forecast future business activity and assist in developing recommendations; maintain strong business relationships with tenants. The ideal candidate will have the ability to build relationships across the Authority and will have the curiosity explore the business impacts of new lines of business to the Authority. Additionally, the incumbent will be asked to provide exceptional leadership and strong written and oral communication skills along with experience in the areas of contract management, strategic planning, and financial management as well as manage the day-to-day relationship between the Authority and the Concessions partners.

POSITION ROLES & RESPONSIBILITIES

Builds relationships internal and external to deliver strategic financial goals.

Works closely with Concessionaire partners to promote success by reviewing short and long term metrics.

Manages leases and contracts to ensure compliance with areas such as pricing, merchandise delivery, store standards, cleanliness, customer service and airport provided services.

Manages staff for and/or creates various financial reports including development of pro forma, break-even scenarios, and cost-benefit analysis.

Researches relevant markets and financial trends to forecast future business activity and assists in developing recommendations for the Director.

Prepares financial analysis of assigned concessions through monitoring of sales and revenue reports of concessions. Leads special initiatives and episodic projects.

Prepares presentations to further the goals of the department and support new initiatives.

Manages the procurement process related to new initiatives and other areas of the business.

Contributes to developing policies and procedures for the department.

Manages the day-to-day relationship between the Authority and the concessions partners; resolves management, and customer complaints and conflicts between Concessionaires to ensure excellent relations.

Direct staff support includes a Financial Analyst that assists in this position's responsibilities as well as other duties.

This position performs other responsibilities as required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree From an accredited college or university with a major in Business, Finance, Real Estate or other relevant field
- Of progressively responsible professional management experience involving multi-unit food & beverage or retail management, advertising, arena/hotel concessions management, theme park concessions management or rental car concessions management, commercial property/shopping center management, or hotel management
- Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted above.

KNOWLEDGE, SKILLS & ABILITIES

- Advanced knowledge of Microsoft Word, PowerPoint, Excel, and Visio required.
- Ability to communicate effectively orally and/or in writing.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions, or approaches.
- Ability to initiate projects and presentations based on department needs.
- Ability to use discretion and independent judgment in evaluating information.
- Understands the parking business environment including social, economic, political and technical trends and their impact on parking revenue.
- Strong problem-solving skills, proficiency in analytics, and the ability to develop valuable business insights.
- Knowledge and a thorough understanding of Concessions Programs, including all lines of businesses referenced in this position description, administration and management of contracting documents, and compliance with policies and procedures.
- Detail oriented with strong organizational, prioritization and interpersonal skills.
- Strong background in contract management and sales support.

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JOB POSTING

Construction Project Manager

POSITION OVERVIEW

Reporting to the Senior Manager of Construction or Director of Construction, the Construction Project Manager is responsible for managerial and administrative work in planning, organizing, directing, and executing new Construction. The position identifies and tracks changes in budgets, tracks progress, and oversees implementation of the overall design. In addition, the incumbent will make recommendations regarding recovery schedules, value engineering of design elements, and evaluate the overall risk of the project and work with fellow team members in improving safety. The Construction Project Manager will interact with the Authority's consultants, engineers, parking & retail vendors, Operations, FAA, and other agencies in representing the Authority's interest. The Construction Project Manager will be required to maintaining confidentiality during contract negotiations and when working with procurement. The Construction Project Manager will work under the direction of the Senior Manager of Construction or Director of Construction with considerable latitude for independent judgment as to the technical aspects and implementation of the construction projects.

POSITION ROLES & RESPONSIBILITIES

Responsible for developing and managing strategies for effectively communicating with key personnel both internal and external stakeholders.

Tracking and monitoring both State and Federal programs and assuring adherence and compliance.

Oversee the contractors pay application approval process and negotiate contractor's Schedule of Values.

Provide leadership for the airport's construction program and provide guidance for the day to day operations, administration, and decision making.

Develop and implement new policies and programs needed to track and monitor contract adherence.

Represent the Agency during weekly/monthly meetings with the contractors and designers.

Work with project inspectors as required ensuring contract compliance and continuity.

Coordinate construction related activities with tenants. Craft written notifications as well as conduction face to face meetings.

Coordinate and notify tenants and fellow departments as needed when services are being impacted or interrupted.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- A four-year degree from an accredited college or university in Construction Management, Engineering, Architecture, or related field
- Associate's Degree From an accredited college or university
- Of experience working in the field in construction management and/or supervision.
- Of experience in the field regarding construction management or supervision.

KNOWLEDGE, SKILLS & ABILITIES

- Proficient in the use of Windows and Microsoft Office software (Word, Excel, Projects, and Outlook).
 - The ideal candidate will have strong people skills, exceptional leadership, and solid oral and written communication skills.
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Development Committee Manager

POSITION OVERVIEW

Reporting to the Director of Capital Planning, the Development Committee (DC) Manager is responsible for analyzing, managing, and reporting on all aspects of the Development Committee activities for the Hillsborough County Aviation Authority (HCAA). Performs professional duties, including establishing and coordinating the bi-weekly DC agenda through the execution of the job responsibilities described herein.

POSITION ROLES & RESPONSIBILITIES

- Generate and manage the Bi-weekly Development Committee (DC) agenda for all active, pending, closed, and new FY capital development projects which consist of planned Authority capital projects, containing the planned major growth capital improvements and on-going maintenance capital expenditure projects needed to meet the projected requirements of the Authority.
- Coordinates follow-up with the Project Directors (PDs) as necessary to revise and resubmit new FY PMP documents after receiving briefing on Development Committee comments, to ensure the capital projects are prepared effectively and prioritization is achieved to arrive at the final list of capital projects.
- Manage schedule for new FY presentations of exhibits and discussion of issues on special interest items, coordinates with Project Directors and department Directors to present or discuss items during the appropriate Development Committee meeting for the DC Committee approval; to ensure the capital projects are managed effectively and the Authority's goals are achieved.
- Receives, coordinates, and prepares final documentation for each new FY Project Management Plan (PMP) submittal, which includes planning documents that describe a project's scope, budget and construction costs worksheets, project schedule, project team, potential impacts, cost benefit analysis, project expectations checklist, and delivery approach and design.
- Manage, post and maintain electronic files on all Development Committee (DC) approved capital development Project Management Plan (PMP) documents including new FY PMP projects, all approved revisions and updates and the PMP Financial Closeouts and Closed projects in the PMP folders for retrieval of document preparation by the Project Directors and informational purposes for all internal departments.
- Prepare the recommended annual FY capital budget and summary Capital Improvement Plan (CIP) Book for presentation to the Airlines and the HCAA Board for approval and inclusion in the annual Budget.
- Annually update all Master Project Management Plan (PMP) documentation forms for the new FY PMP process.
- Manage and schedule necessary meeting rooms and meeting invites for the Bi-Weekly DC meetings.
- Schedule and lead individual and departmental DC/PMP training meetings as necessary.
- Monitor all reporting of the Capital Improvement Plan (CIP) substantially completed closeout packages which are completed both directly by, internal teams, and third-party services such as design firms, trade contractors, construction managers, equipment suppliers, and other service providers for completeness and accuracy.
- Update DC/PMP internal departmental processes.
- Annually update the Development Program Manual, which defines the procedures and guidelines for planning, budgeting, implementing, and managing capital projects for Tampa International Airport, Peter

O. Knight Airport, Tampa Executive Airport, and Plant City Airport, in collaboration with Planning and Development 9P&D), Construction and Procurement, as a commitment to innovation and process improvement.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree Business Management, Business/Public Administration or another related field.
- Experience in finance/accounting working with capital projects, project management, data analytics.
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Bachelor's Degree Business Management, Business/Public Administration or another related field.

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the principles and practices of management.
- Considerable knowledge of the functions, services, activities, requirements and objectives of the specific program/functional area to which assigned.
- Knowledge of federal, state, and local regulations pertaining to the assigned area.
- Skill in applying existing guidelines and in creating new approaches to develop and modify work plans, methods, and procedures for the work unit or function.
- Ability to establish and maintain constructive and cooperative interpersonal relationships with staff, peers, management, and local stakeholder groups to accomplish departmental and Authority's mission.
- Ability to communicate effectively both orally and in writing in order to present information and prepare a variety of reports.
- Ability to identify relationships that explain facts, data, or other information, and make correct inferences or draw accurate conclusions.

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Director Enterprise Risk Management

POSITION OVERVIEW

The Director of Enterprise Risk Management is responsible for the Hillsborough County Aviation Authority's Enterprise Risk Management, Insurance, and Employee Safety programs. The Director reports to the Vice President of Human Resources and Administration and leads a team of four risk management, insurance, and safety professionals. The Director drives the implementation of the Authority's ERM framework and collaborates with stakeholders to identify, analyze, treat, and transfer risk, and to surface new business opportunities. The Director oversees the Authority's insurance portfolio, determines adequate levels of coverage, makes recommendations to purchase or renew insurance policies, and investigates and monitors incidences that could become compensatory events. The Director monitors employee safety; plans, develops, and executes training; and continuously engages staff to improve safe work practices.

POSITION ROLES & RESPONSIBILITIES

Inspires, leads, trains, and mentors the Enterprise Risk Management team consisting of four risk management, insurance, and safety professionals

Implements and continuously improves the Authority's Enterprise Risk Management framework and program.

Collaborates with stakeholders to identify, analyze, treat, and transfer risk, and to surface new business opportunities.

Aligns with other risk management functions, such as Business Continuity, Emergency Management, and Safety Management System, to ensure end-to-end business resiliency and recovery.

Increases enterprise risk management communication and awareness; prepares and presents reports; complies with applicable laws, regulations, policies, and procedures; utilizes best practices; and makes recommendations regarding risk exposures.

Monitors employee safety trends; plans, develops, and executes organizational and departmental safety training; and engages staff to continuously improve safe work practices.

Oversees the Authority's insurance portfolio, determines adequate levels of coverage, negotiates insurance terms and conditions, works with brokers and other insurance professionals, and makes recommendations to purchase or renew insurance policies.

Develops and executes the Enterprise Risk Management budget.

Investigates and monitors incidences that could become compensatory events, and ensures entities doing business with the Authority maintain adequate insurance.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.

- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Bachelor's degree with major in Insurance, Finance, Accounting, Risk Management, Business, Pre-Law, Engineering, Science, or related field.
- Experience in (enterprise) risk management, management of insurance portfolios, evaluation of insurance needs, risk and loss control, safety, risk reduction
- Leading and supervising a team

PREFERRED QUALIFICATIONS

- A postgraduate degree is not mandatory, but may also be beneficial and preferred.
- Experience in change management

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of and ability to administer property & casualty insurance portfolio.
- The ability to assess exposures and determine the appropriate insurance coverage needed to protect the Authority and process claim information to the conclusion.
- Excellent communication skills
- Ability to manage change and build consensus
- Superior verbal, written, presentation, diplomatic, and conflict resolution skills
- Ability to provide leadership and direction in a manner that cultivates respect and influences positive behavior at all levels of the organization
- Ability to partner and interact with individuals at all levels of the organization and beyond
- Ability to maintain the highest levels of integrity, professionalism, and confidentiality
- Strategic mindset, excellent judgment and proactive and dynamic style that fosters informed decision making, particularly on challenging and complex issues.
- Extensive understanding of insurance products and ERM systems
- Excellent decision making and problem solving skills. Innovative and creative in resolving issues and improving processes.
- Attention to detail is a must.
- Understanding of external environment impacting the business.
- Foster strong results orientation within department by motivating team and holding them accountable to meeting customer needs and organizational goals.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Valid FL Driver's License Required
- Certified Risk Management Professional (RIMS-CRMP) Certification from a leading Risk Management organization Preferred
- CRCMP - Certified Risk And Compliance Professional Preferred
- Certified Risk Analyst-GAFM Preferred

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Director of Airport Concessions

POSITION OVERVIEW

Under the general direction of the Vice President of Concessions and Commercial Parking, the incumbent will manage, plan, organize, integrate, and directly oversee the Authority's Concessions Program for all concessions, including food & beverage, retail, advertising, passenger services, and vending for all airport terminals and Authority properties, budgeted to generate approximately \$34M in FY23. The incumbent is responsible for developing a strategic plan, including recommendations for building the concession program and developing budgets, forecasts, and pro forma as required. The incumbent is responsible for evaluating, developing, and managing all airport concession agreements, including developing plans to explore, generate and drive non-aviation revenues while keeping the Authority's ACDBE program goals at the forefront. The incumbent will also monitor and evaluate the concession program's financial and customer service performance and appearance to ensure vendors and service providers meet Authority standards.

POSITION ROLES & RESPONSIBILITIES

Strong oral and written communication skills. Comfortable presenting to a variety of audiences.

Fosters strong professional working relationships with internal and external stakeholders

Ownership of the Airport's Concessions program, including food & beverage, retail, advertisement, sponsorships, vending, and passenger services, and other revenue-generating non-airline services

Manage the development of the annual budget, forecast, space planning, space design, selection of operators, as well as financial management analysis, merchandising, product promotions

Identifies and promotes the highest and best use of airport properties and spaces to maximize airport revenue

In coordination with the Procurement and Legal team, direct, develop, and manage the negotiation and oversee all airport concession agreements

Monthly, prepare and present reports on Concessions performance, including insights and analysis. Lead real-time analysis of Concessions sales and revenue trends

Stay apprised of industry and consumer trends to develop strategic direction and identify opportunities to optimize revenues and enhance customer satisfaction as well as to retain or generate additional revenue in each of the lines mentioned above of businesses/categories

Collaborate with internal stakeholders on key projects such as Master Plan, construction projects, and contract audits

Represent the department at meetings, functions, and events

Administer the third-party logistics management contract for the benefit of Concessionaires and the Authority

Oversee the team that ensures high levels of passenger service and contractual compliance in

Concessions. Select, train, coach, mentor, develop and manage Senior Manager of Concessions, Concessions Manager, and Concessions Compliance Manager

Perform other related duties as required

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree
 - Of progressively responsible experience in planning, developing, and implementing concession programs and negotiating and administering revenue-generating contracts.
 - An equivalent combination of training and experience.
 - Experience should reflect demonstrated knowledge and a thorough understanding of budgeting, retail or food service operations, administration and management of contracting documents, and compliance with policies and procedures.
 - Related experience may be substituted for education on a year-for-year basis.
-

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Director of Airport Operations & Emergency Management

Job Description

JOB POSTING

Director of Airport Operations & Emergency Management

POSITION OVERVIEW

Reporting to the Vice President of Operations, the Director of Airport Operations and Emergency Management is responsible for directing Airfield Operations, the Airport's Wildlife Program, Emergency Management, and the Airport Operations Center at Tampa International Airport. The Director oversees the day-to-day safety, security, and efficiency of airside operations at TPA and establishes strategic direction to prepare, mitigate, respond, and recover from incidents or emergencies that have or could have the potential to interrupt business operations.

POSITION ROLES & RESPONSIBILITIES

Ensuring compliance with all applicable federal and state regulations and enforcing the Authority's Operational Policies, Procedures, Rules, Regulations, and Operating Directives. Ensures compliance with FAA and TSA and all other applicable regulations. Monitors airport operations and directs operations staff to ensure safe and efficient service to airport users.

A key member of the Airport's incident management team during event response; provides leadership in emergencies, taking such action as needed to move equipment, settle public unrest, and make judicial decisions in disputes - all to ensure the smooth functioning of the airport.

Developing changes and additions to procedures to continuously improve airport operations' safety, security, and efficiency.

Recommending improvements or expansions to policies, procedures, and the facility that would enhance the safety, resilience, and customer service experience of the passengers, airlines, and other airport users.

Manage and steward budgets and other resources.

Serving as a liaison and the principal Authority representative to the Federal Aviation Administration (FAA), Transportation Security Administration (TSA), State of Florida, FDLE (for the Airport Operations Center), Hillsborough County, and City of Tampa officials.

Identify and coordinate the implementation of hiring and retention practices across the organization.

Fostering collaboration and teamwork across the organization.

The leadership, engagement, and development of the team members they lead.

Building a strong, effective, collaborative relationship with the Authority's Director of Enterprise Risk Management.

Able to assume all roles in the EOC before, during, and following events, facilitate timely and complete situation information, including damage assessment, during and after emergency events.

Acts for the Vice President of Operations in their absence to ensure consistent and smoother functioning

of the airport.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Public Or Business Administration, Airport Management or another related field.
- Of experience of a responsible nature supervising operations at a large or medium hub airport, including thorough knowledge of federal and state regulations governing the use and operation of airports.
- Demonstrating leadership qualities, including strong interpersonal skills and emphasis on collaboration, working with others, and leading and developing team members.

LICENSES AND CERTIFICATIONS

- Associate Emergency Manager (AEM) or higher credential within the International Association of Emergency Managers (IAEM) Preferred
- Certified Member (CM), AAE (Accredited Airport Executive), or related credentials Preferred

PREFERRED QUALIFICATIONS

- CJIS/FDLE regulatory experience or other regulatory agency coordination, engagement, and accountability
- Part 139 regulatory experience

KNOWLEDGE, SKILLS & ABILITIES

- Builds partnerships, work collaboratively with others to meet the shared objective, delivers customer-centric solutions, and handles conflict situations effectively.
- Makes sense of complex, high-quality, and sometimes contradictory information to make effective, timely decisions that keep the organization moving forward
- Holds themselves and others accountable to meet commitments by establishing clear responsibilities and processes for monitoring work and measuring results
- Ensuring safety and security are always the priority.
- Listening closely and communicating openly, honestly, and directly.
- Encouraging change and innovation.
- Promoting broad employee involvement.
- Embrace diversity.
- Treating all staff and members of the public with dignity and respect.
- The ability to debate constructively, decide definitively and support actively.
- Demanding and accepting responsibility.
- Ability to follow through with clear, consistent consequences.
- Being courageous and optimistic.
- Working and thinking as a team to avoid 'silos.'
- Follow and live out the Department's Rules of Our Road.
- Takes on new opportunities and tough challenges with a sense of urgency
- Creates a climate that encourages the open expression of diverse ideas and opinions, acts with diplomacy and tact, and relates openly and comfortably with diverse groups of people
- Anticipates and balances the need of multiple stakeholders and, where necessary, win concessions without damaging relationships

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JOB POSTING**Director of Airport Properties and Airline Affairs**

POSITION OVERVIEW

The Director of Airport Properties and Airline Affairs oversees airline properties and contracts on behalf of the Authority. This role involves providing expertise in contract negotiation and drafting, advising on all real estate activities impacting airlines and ground handlers, and serving as the primary liaison between the Authority and its airline partners. The Director is responsible for evaluating, developing, negotiating, and overseeing all airline and ground handler agreements while also formulating a strategic plan with revenue generation recommendations.

POSITION ROLES & RESPONSIBILITIES**Liaison and Partnership:**

- Act as the primary point of contact between the Authority and airline partners.
- Efficiency and Safety:
Facilitate discussions between the Authority, airlines, and airline support companies to improve operational efficiency, boost passenger growth, and enhance safe and secure working conditions.
- Identify and cultivate strategic networks, relationships, and partnerships both internally and externally. Engage with aviation and non-aviation customers to meet contractual and facility needs.
- Collaborate closely with the Authority's Air Service Development team to attract additional air service to TPA. Lead discussions on facility and operational possibilities, backed by financial analyses.
- Establish and communicate reasonable performance standards.

Project Management:

- Direct and address project management, administrative, and operational issues related to airline real estate, including the analysis, administration, drafting, interpretation, and management of aeronautical and non-aeronautical contracts.
- Oversee the implementation and functionality of the Real Estate GIS, including updates to enhance its utility.
- Workflow Optimization:
Develop and maintain an efficient workflow and ongoing operations, including recommending process improvements as necessary.
- Collaborate with internal Authority teams to coordinate and provide input on Capital Projects at TPA affecting airline and ground handler operations.
- Facilitate discussions between the Authority, airlines, and airline support companies to improve operational efficiency, boost passenger growth, and enhance safe and secure working conditions.

Contract Expertise:

- Provide technical analysis and contract expertise to ensure compliance with regulatory and Authority policies and procedures, aligning with business, contract, and revenue objectives. Create effective project/program schedules and outcomes.
- Direct and, when necessary, conduct negotiations and preparations for favorable lease and operating agreements. Assist in formulating negotiation strategies and relevant policies.

Revenue Generation:

- Develop innovative solutions for revenue generation and potential operational efficiency enhancements.

- Oversee airline-related lease revenue projections and collaborate with other Authority departments to project airline-related revenues.

Personnel Management:

- Select, train, supervise, motivate, coach development skills, and evaluate personnel.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Public or Business Administration, or another related field
- Five (5) years Of project management, contract development, and contract administration experience. Demonstrating knowledge of contracts and business practices a must and must reflect a thorough understanding of the administration and management of contracting documents and compliance with policies and procedures.
- Five (5) years A general understanding of the airline business, including recognition of major domestic and international air carriers.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Upon Hire Required
- Certified Member (C.M.) credential from the American Association of Airport Executives. within 1 Year Required

PREFERRED QUALIFICATIONS

- Master's Degree Public or Business Administration, or another related field
- PhD Law Degree (J.D.)

KNOWLEDGE, SKILLS & ABILITIES

- Proficiency in standard Microsoft Office applications, including MS Word, Excel, and PowerPoint
- Proficient in contracting techniques and best practices, with considerable knowledge of business negotiations, contract law, and project management principles.
- Utilizes financial data and key performance indicators effectively to drive revenue and support development.
- Demonstrates strong consulting and interpersonal skills to establish and nurture business relationships.
- Expertise in service-based, customer-centered best practices.
- Proficient in effective, concise communication both orally and in writing.
- Leadership: Actively supports and implements the Authority’s mission and vision goals. Encourages diverse perspectives and challenges the status quo to align with Authority goals.
- Influence: Persuasive and results-oriented, balancing the needs of the Authority and stakeholders. Commands respect based on results and adherence to Authority values.
- Communication Skills: Strong internal and external communication skills for complex negotiations, including the ability to handle sensitive relationships and situations.
- Innovation and Creativity: Encourages innovative solutions and fosters a culture of creative thinking.
- Customer Focus: Effectively manages internal and external customer requirements and seeks continuous process improvement to enhance customer service.

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Director of Commercial Parking & Ground Transportation

POSITION OVERVIEW

Reporting to the Vice President of Concessions, this position is responsible for managing the revenue and coordinating the operations of the Tampa International Airport's public and employee parking facilities which generate approximately \$70 million in annual revenue to the Authority.

POSITION ROLES & RESPONSIBILITIES

Ownership of the Airport's parking programs and products in order to grow its largest revenue producing business.

Establish parking revenue forecasts and budgets and deliver on revenue targets set out in the annual budget with the goal of increasing parking revenues.

Provide and present analysis and reports on parking financial performance, product performance and future plans to senior management.

Work with other departments to develop, implement and manage parking contractor agreement with a focus on identifying efficiencies.

Work with other departments to ensure compliance with parking revenue control and audit processes.

Increase parking mode share, making parking at the Airport the natural or 'first choice' when travelling to or from the Airport.

Provide expertise in the capabilities and functions of the Parking Revenue Control System and other parking related software.

Lead through relationship a cross functional team to continually deliver improved customer offerings.

Identify and implement long term strategic plans for Airport parking.

Work with other departments and consultants to develop customer parking options that offer enhanced customer services and drives parking revenue.

Represent the department at meetings, functions, and events.

Develop and implement recovery plans for off-schedule and unanticipated occurrences.

Perform other related duties as required.

Mentor and provide expertise to other team members.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.

- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree From an accredited college or university
- In parking financial/operations management, including one (1) year of supervisory experience

PREFERRED QUALIFICATIONS

- Bachelor's Degree In Business, Economics, Finance, Aviation, Logistics or related field.
- Of parking management experience

KNOWLEDGE, SKILLS & ABILITIES

- Understands the parking business environment including social, economic, political and technical trends and their impact on parking revenue.
- Ability to produce strategic plans for parking that are in line with Authority objectives.
- Ability to create, manage, forecast, and analyze budgets.
- Ability to analyze and interpret parking revenue, trends, products and applications used worldwide and identify new sales channels for Airport parking.
- Ability to direct and manage multiple resources and projects to achieve successful outcomes.
- Ability to build coalitions among the various stakeholders.
- Ability to communicate effectively both orally and in writing and facilitate the open exchange of ideas and information.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Skill in presenting reports defining project progress, problems and solutions.

LICENSES AND CERTIFICATIONS

- CAPP - Certified Administrator of Public Parking Preferred
 - Certified Parking Professional (CPP) from the National Parking Association. Preferred
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JOB POSTING**Director of Commercial Real Estate**

POSITION OVERVIEW

Reporting to the Director of Real Estate, this position is responsible for the management of Real Estate Development for the Authority. The incumbent will provide the technical and legal expertise in compliance with the State of Florida's standards of conduct and provide advice regarding all real estate activities, such as title work, survey, easements, environmental issues, appraisals, appraisal reviews; purchase, relocation and development of property interests; conduct negotiations; and monitor other potential areas that might present risk for each transaction and/or venture. The incumbent will also be responsible for developing, implementing and managing a robust real estate program in alignment with the Authority's aeronautical and master plan development, but must strive to creatively maximize the use of available Authority land.

POSITION ROLES & RESPONSIBILITIES

- Responsible for the overall success of the Real Estate Development Department for the Authority, including commercial and industrial, and represents the organization, both internally and externally, by supporting the strategic direction and priorities, objectives, vision, mission and values of the Authority.
- Establishes and communicates reasonable standards of performance.
- Provides direction and mitigation strategies regarding real estate ventures and negotiations, while ensuring legal compliance with Florida legislative regulations, and other agencies and entities.
- Directs and, as required, conducts solicitations, negotiations and preparation of favorable lease agreements. Assists in the strategy, development and preparation for the conduct of negotiations as well as assisting in formulating policies which are applicable to this role.
- Identifies and builds strategic networks, community relationships and partnerships that could fit the Authority's real estate development strategy.
- Develops and maintains effective, efficient workflow and ongoing operations, including recommending process improvements as needed.
- Effectively manages the real estate budget by facilitating realistic forecasting, maintaining effective budgetary controls, constructing contingency plans to stay within budgetary constraints, reducing expenses and/or developing revenue generating opportunities.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Public or Business Administration, or another related field
- At least five (5) years of real estate development experience
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Licensed Real Estate Agent within 1 Year Required
- DL NUMBER - Driver License, Valid and in State Required

PREFERRED QUALIFICATIONS

- Master's Degree Public or Business Administration, or another related field

KNOWLEDGE, SKILLS & ABILITIES

- Strong oral and written communication skills and solid experience in negotiations are mandatory
- Must be competent in operating standard Microsoft Office applications including MSWord, Excel, and PowerPoint
- Must possess a positive attitude, be customer service focused, and have the ability to work in a team environment
- Demonstrated expertise in real estate services techniques and best practices. Has a thorough knowledge of all real estate laws, practices, policies and guidelines.
- Understands, utilizes and integrates financial data and other key performance indicators to support process performance.
- Demonstrated experience in consulting and interpersonal skills to assist internal customers with real estate services.
- Demonstrated expertise in customer-centered real estate services best practices; has applied them effectively.
- Understanding of technical standards and requirements of external and internal customers.
- Professional certification in Real Estate or related field desired.
- Leadership – Clearly supports, communicates and takes responsibility to implement the Authority's mission and vision goals. Actively solicits opinions and perspectives from all levels of the organization. Encourages and is open to other points of view. Will challenge the status quo to move the Department forward to the highest levels of achievement and in alignment with Authority goals. Demonstrates concern for employees' well-being; promotes and supports the ongoing development of employees.
- Influence – Is compelling and persuasive when engaged with individuals or teams inside and outside. Recommends solutions based on data and balancing the needs of the Authority and customers, partners and vendors. Commands respect based on results achieved and behavior consistent with the Authority's values at all levels.
- Internal Communication – Requires developing and maintaining ongoing internal relationships involving difficult, formal negotiations. This calls for a well-developed sense of timing, strategy and may involve detailed explanation and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.
- External Communication – Requires developing and maintaining ongoing external relationships involving difficult formal negotiations. This calls for a well-developed sense of timing, strategy and may involve detailed explanation and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.
- Innovation and Creativity – Develops and implements creative and innovative solutions to business problems. Encourages and expects others to think "out of the box" and not be limited by existing methods and procedures. Explains how proposed changes will create value for the customer and the Authority.
- Customer Focus – Demonstrates a clear understanding of effectively managing both internal and external customer requirements and measurement criteria. Identifies and makes process improvements to better serve the customer. Establishes positive and collaborative relationships with all customers.

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Director of Communications

POSITION OVERVIEW

As a key member of an award-winning globally-recognized team, the Director of Communications writes or supervises the writing of press releases, communications plans and all other content for Aviation Authority publications, and acts as the primary spokesperson for the Hillsborough County Aviation Authority. Reporting to the Vice President of Communications, the Director of Communications oversees the execution of Department plans and goals, as well as maintains effective relationships with media and relevant stakeholders in support of Aviation Authority objectives and needs.

POSITION ROLES & RESPONSIBILITIES

Supervises Communications Manager and Communications Specialist

Functions as a primary media contact for the Aviation Authority; Responds to media requests in a timely manner

Proactively seeks placement of stories about Tampa International Airport/HCAA in national, local and industry publications

Copy edits all written materials distributed by the department

Researches, writes and edits executive and stakeholder communications

Monitors social media and news coverage of the Aviation Authority and industry, identifying trends and opportunities for promoting airport initiatives or preempts a response

Drafts and ensures execution of weekly and monthly communications plans

Maintains updated Crisis Communications plan and Department Policies and Procedures

Serves as Communications liaison for other Aviation Authority departments

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Journalism, Mass Communications, English or other related field.

PREFERRED QUALIFICATIONS

- Seven (7) years experience in journalism, media relations or public relations.

KNOWLEDGE, SKILLS & ABILITIES

- Outstanding writing and leadership skills and the ability to shape messaging and communicate technical information in a clear and easy-to-understand manner under tight deadlines.
 - Strong editorial judgment and strategic thinking skills, and the ability to communicate technical information accurately under tight deadlines.
 - Keen understanding of media, social media, and technology platforms, and be skilled at prioritizing assignments and handling multiple projects and tasks simultaneously.
 - Ability to be dependable and flexible to work outside of traditional business hours when business needs arise is essential.
 - Proficient in Microsoft Office (Word, Excel, and PowerPoint).
 - Excellent organization, flexibility and time management skills and the ability to work in a dynamic, deadline-driven environment.
 - Ability to demonstrate good judgment, high ethics and project a professional image.
 - Ability to maintain a high level of confidentiality
 - Able to generate and deliver persuasive and clear verbal, graphic, and written communications.
 - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
-

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JOB POSTING**Director of Construction**

POSITION OVERVIEW

Reporting to the Assistant Vice President of Planning and Development the Director of Construction represents the Authority in the administrative and operational details of ongoing construction activities. The Director of Construction insures that all construction projects are proceeding in accordance with the requirements of the project plans and specifications and in accordance with the requirements of the Authority. This position will provide oversight of the communication between Authority Staff, contractors, designers, inspectors and the Authority's Consulting Engineer on all construction projects ; provides oversight of the schedules of construction for all projects and assures that construction phasing, conflicts between contractors and contract compliance issues are addressed. This position will also provide oversight of the status of contract submittals processing and assures prompt action is taken to maintain appropriate response within contract requirements.

POSITION ROLES & RESPONSIBILITIES

With the assistance of the Project Managers, this position insures that regular construction progress meetings are conducted between contractors, designers and inspectors to review procedures, progress, scheduling and changes to the work.

Monitor the contractor's implementation and maintenance of a Safety Program. Review all proposed changes to the Construction Contracts and assure proper application and interpretation of the Contract Documents.

Analyzes contractor claims and prepares recommendations for Authority action.

Provides oversight of the successful resolution and correction of Notices of Non-Compliance and oversees the preparation of the monthly Status of Construction Report by the project manager.

Reviews the schedules submitted by the contractor to ensure compliance with the Master Schedule, and monitors each contractor's monthly submittals of schedules to ensure they remain within the parameters established by the Master Control Schedule. This includes reporting any major variance with recommended corrective action. Coordinates phasing of contractors' work to complete the Project(s) according to the Authority's objectives of cost, time and quality.

Acts as the representative of the Authority at the site of all construction work.

Oversees Project Managers' scheduling and conducting of Progress Meetings at which Contractors and Inspectors can jointly discuss matters such as procedures, progress, problems, field changes and scheduling. Establishes procedures for cooperation and coordination between inspectors and Contractors concerning all aspects of the Project and implements such procedures.

Develops and implements a procedure for review of all contractors' schedules of values and reviews all contractors' billings and invoices and recommends payment of all invoices.

Monitors the Architect/Engineer in determining that factory inspection and testing for items fabricated outside Project limits is performed and assures that all necessary field records that arise out of the Work

are maintained and provides oversight of the Project closeout procedures.

Oversees the preparation of formal Board Monthly Status Reports of all Construction.

Oversees the preparation and negotiation of all Contract Change Orders.

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Engineering, Architecture or Building Construction from an accredited college or university
- Of experience in construction administration or construction management. Experience should include work at a medium or large hub airport.

LICENSES AND CERTIFICATIONS

- Certified Civil Engineer-CESB Preferred
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Director of Enterprise Application Services

POSITION OVERVIEW

The Director of Enterprise Application Services serves on the Information Technology Services leadership team to oversee the planning, delivery, and management of enterprise applications for Tampa International Airport. Reporting to the Vice President of Information Technology Services, this position will provide leadership, vision, and direction to deliver outcomes that meet the strategic initiatives for the Authority. The Director position will be responsible for the day-to-day management of the applications group and will be accountable for optimizing the cost, risk, and value of applications throughout their life cycle. The Director position will have the opportunity to build and execute technology roadmaps that support our journey to the Cloud, be the change agent for agile transformation, help our end users with technology adoption, and build high-performing teams with the right skills to support our technology landscape. The ideal candidate will have strong business acumen partnering with all levels of stakeholders, possess a passion for innovation and continuous improvements, and have strong experience with a diverse set of business applications, including ERP, Public Safety, and GIS in a public sector environment.

POSITION ROLES & RESPONSIBILITIES

Leadership and Management

- Participates in the leadership and management activities to develop, plan and execute the ITS Strategic plan
- Directs application teams, providing development opportunities to enhance their skills in order to meet the current and future needs of the Authority.
- Provides overall direction and guidance to the applications leadership team; supervises and mentors staff.
- Engages in a planned program of professional development to grow and develop skills and knowledge essential to the position.
- Attends and participates in industry conferences with membership in professional organizations and user groups

Strategy and Planning

- Defines and manages the application portfolio; prepares roadmaps and long-term strategy for key products and applications.
- Stays current with overall trends and specific vendor plans to support strategic decision making.
- Oversees the assessment of the technical and business fitness of the Authority's business applications portfolio as well as their associated costs and risks.
- Leads system-wide initiatives to improve efficiency and effectiveness of the Authority's business processes in accordance with priorities and directions negotiated and discussed with various leadership groups.
- Recognizes and advances opportunities for the utilization of the Authority's information technology investments.
- Contributes to the overall technology strategy, architecture and process improvements for the Authority.
- Champion the adoption and maturity of Agile practices within the enterprise application teams while maintaining a strong focus on quality and scalability.

Business Relationship Management

- Effectively partners with business stakeholders at all levels to envision and create robust business capabilities roadmaps based on various business objectives
- Collaborates with IT staff and business stakeholders to define project deliverables and outcomes

- Builds trusted relationships with our strategic partners focused on value creation, innovation, and outstanding service and product delivery.
- Promotes transparency and open communication with business partners through meetings, status reports, and roadmaps on current and upcoming activities.
- Leads and inspires the enterprise application teams to engage with the business to solicit ideas for process improvements, wants, and needs.

Budgeting and Administration

- Builds and manages the enterprise applications budget and provides input in the administration of related budgets.
- Leads vendor/software package selection/evaluation and implementation and engages with Procurement and Legal for contract management and guidance.
- Maintains the inventory of software portfolio to track usage and engage with application vendors leadership to maximize the benefits of each investment
- Works with vendor partners to identify and assess the appropriate emerging trends (both innovation and efficiency drivers) and their strategic relevance to the Authority

Operational Management and Delivery

- Reviews and approves all systems development project requests and coordinates schedules and related departmental activities.
- Directs the planning, development, and implementation of system-wide core business applications systems and database management systems, and non-enterprise, departmental application systems.
- Collaborates with other Information Technology management staff regarding enterprise and system-wide computer architecture, capacity, planning, security, and usage.
- Oversees the formulation of business applications project objectives and system development requirements
- Formulates and implements application development security standards in partnership with the Information Security Office to ensure the Authority's applications are effectively secured and that risks are mitigated.
- Develop and enhance methodologies and practices for the application life cycle management in line with best practices and practical experience of continuous improvement.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Information Systems, Computer Science, Management Information Systems, Computer Engineering, Business Administration, or other related discipline (relevant courses or trainings will be considered as an alternative to the degree requirement)
- of progressive experience, building and leading technology teams.

KNOWLEDGE, SKILLS & ABILITIES

- Strategic thought leadership with a strong understanding of cross-functional business processes
- Strong operational management experience in all aspects of running an enterprise application team
- Knowledge of designs, setups, installation, implementation and maintenance for enterprise applications.
- Knowledge of security issues, crisis management and business continuity; and legal issues regarding technology.
- Ability to plan, establish, manage, and evolve applications systems and solutions in support of the Authority's strategic objectives and success.
- Knowledge of driving and implementing process improvement and organizational change initiatives
- Experience costing, budgeting (development and management), risk and financial analysis.
- Skilled in managing and prioritizing work of others, including leading and motivating staff.
- Excellent written and oral communication skills for all levels of employees
- Experience in evaluating programs and thinking strategically about future directions for IT.

- Knowledge of quality assurance and testing concepts and procedures.
 - Experience building relationships with cross-functional teams on highly collaborative projects
 - Strong project management skills including experience with Agile and Waterfall concepts
 - Skill in defining program objectives and establishing information technology standards, policies, and budgets.
 - Skill in analyzing and improving operational effectiveness.
-

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Director of Financial Planning & Reporting

POSITION OVERVIEW

Reporting to the Vice President - Finance, the Director – Financial Planning & Reporting is responsible for managing, planning, organizing, and directing the Authority's financial planning, budgeting, and forecasting activities. Included is the oversight and management of the calculation of airline rates and charges, as well as assistance with completing the annual operating budget, budget amendments, and 20-year business plans and financial modeling. This position develops and provides input and recommendations to management regarding components of the budgeting and financial planning activities. This position is deeply involved in the Authority's ongoing Treasury activities, including but not limited to debt sizing and structuring, investment decisions, & cash-flow management. Manages professional and clerical staff responsible for the Authority's Payroll processing as well as the managerial reporting and annual financial reporting & compliance. The Director- Financial Planning & Reporting provides expertise, leadership, and guidance to the Authority's staff, overseeing the development and implementation of interpreting, enforcing, and explaining the budget process, budget policies, and procedures and reviewing, analyzing, and developing recommendations regarding budget requests and other issues. The Director- Financial Planning & Reporting will need to exercise considerable independent judgment in interpreting technical aspects of the Authority's finances, budget, and strategic planning processes.

POSITION ROLES & RESPONSIBILITIES

Managing the Annual Financial Planning Process, including all aspects of the operating budget and forecast (revenue, personnel, non-personnel, & debt service).

Manages the Authority's Cash Flow Function, including all Treasury responsibility

Manages the Financial Planning team, providing support day-to-day as well as strategically in order to ensure compliance with all debt covenants and financial feasibility modeling for the future

Manages compliance with the various Authority Policies and Procedures related to the Air Service Incentive Program, Rates by Resolution (Rates & Charges), Investment, Debt, and general Financial Planning

Manages the Authority's annual rates and charges preparation and calculation

Manages the Authority's Payroll team and processing & compliance.

Manages the Authority's financial & managerial reporting, including support of the annual external audit as well as ongoing performance metric tracking.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Accounting, Finance, or Finance-Related field
- Five (5) years Of Accounting, Financial Planning, or Finance-Related work with progressive responsibility

- Two (2) years Supervisory responsibility of staff members supporting the Accounting, Financial Planning, Or Finance work
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certified Public Accountant (CPA) Upon Hire Preferred

PREFERRED QUALIFICATIONS

- Master's Degree Accounting, Finance, or Finance-Related field

KNOWLEDGE, SKILLS & ABILITIES

- Strong attention to detail
 - Strong background and comfort with building financial models
 - Knowledge and experience in all aspects of maintenance including budget management is essential.
 - Strong understanding of accounting principles, flows and processes required.
 - Ability to exercise judgment and discretion in evaluating audit findings for critical and non-critical matters.
 - Excellent oral and written communication skills.
 - Ability to work effectively with others.
 - Strong background and comfort with building financial models
 - Knowledge and experience in all aspects of maintenance including budget management is essential.
 - Should have a working knowledge of generally accepted accounting principles and expertise using the Microsoft suite of software products.
 - Should have working knowledge and experience managing and working within large-scale financial ERP systems.
 - Extensive knowledge of the principles of governmental accounting, business, and public administration.
 - Ability to plan, organize and supervise the work of others.
 - Ability to exercise judgment and discretion in evaluating audit findings for critical and non-critical matters.
 - Ability to determine the adequacy and effectiveness of management controls over operational activities.
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Director of Government Affairs & Community Relations

Job Description

JOB POSTING

Director of Government Affairs & Community Relations

POSITION OVERVIEW

Reporting to the Executive Vice President and General Counsel, the Director of Government Affairs is responsible for coordinating the Aviation Authority's federal, state and local inter-governmental relations activities and promoting its interest with regard to legislation which could have an impact on the Authority. The incumbent is responsible for monitoring pertinent federal, state and local proposals throughout the legislative process and notifying the Chief Executive Officer, the General Counsel and senior management of potential operational or administrative impacts. Utilizing lobbying techniques the Director of Government Affairs will attend and/or monitor relevant federal and state legislative committee meetings, as well as local, regional and national meetings and conferences concerning issues that may impact the Authority. The Director of Government Affairs will develop federal and state legislative and funding initiatives and collate the final results of legislative action to provide an annual report to staff regarding new laws pertinent to the Authority.

POSITION ROLES & RESPONSIBILITIES

Develop and maintain contact with federal, state and local elected officials and agency representatives associated with the operation and development of commercial international and general aviation facilities and surrounding transportation and economic development.

Prepare and present updates to the Aviation Authority Board as to the status of all legislative activities that are under review that could impact the Aviation Authority.

Attend and monitor public meetings of elected bodies and federal, state and local agencies that may impact operation and/or development of the Authority's airport system.

Coordinate the Authority's federal, state and local inter-governmental relations activities by assembling information, monitoring legislative and regulatory proposals, and preparing recommendations for review of the Executive Director.

Coordinate and conduct meetings with public leaders and agencies in promoting federal and state funding and legislative initiatives.

Develop and maintain contact with industry trade associations that benefit the aviation and transportation community.

Research legislation that may impact the Authority and develop strategies for approval of legislation supported by the Authority.

Draft and disseminate legislative summaries and conduct briefings to relevant staff members.

Represent the Chief Executive Officer and serve as liaison with federal, state and national professional associations.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the

employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.

- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in business, political science or related field
 - At least five years of responsible experience in the public sector or areas related to the legislative process.
-

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Director of Human Resources

POSITION OVERVIEW

Reporting to the Vice President of Human Resources and Administration, this position is responsible for developing and implementing policies, plans, and programs to ensure the most effective utilization of human resources to support the Aviation Authority's business objectives. Such programs aim to attract, retain, motivate, reward, and protect employees within a framework of company philosophy and external laws and regulations. The Director of Human Resources is responsible for daily Human Resources operations and implementing the Authority's policies and programs relating to staffing, training, developing, deploying, compensating, motivating, protecting, communicating with, and releasing employees. The incumbent recommends new policies and programs in accordance with Authority objectives and external regulations and, upon approval of such plans, develops and directs their implementation. The incumbent also serves as an advocate of employee interests in the development of policies and procedures. The Director of Human Resources maintains ongoing communications with union leadership and other external groups. The incumbent counsels staff and employees on specific personnel and labor relations problems and provide an interpretation of the Authority's position on issues affecting them. The Director of Human Resources is an agent of cultural change management and innovation who initiates workforce solutions that reflect the Authority's mission and vision.

POSITION ROLES & RESPONSIBILITIES

- **Personnel Policies and Programs:**
Administer the personnel policies and programs of the Authority and develop and recommend new ones to ensure the effective utilization of human resources in support of the Authority's business objectives.
- **Employee Relations:**
Serve as the point of contact for employee relations, labor unions, and outside agencies in matters related to employees (e.g., Equal Employment Opportunity Commission, Public Employee Relations Commission). Negotiate within available guidelines and collective bargaining agreements.
- **Training and Development:**
Ensure that effective training programs are provided for the development of employees.
- **Compensation and Benefits:**
Ensure that the Authority's compensation, leave, and benefit programs are current, and employees are thoroughly informed.
- **Budgeting:**
Assist with the preparation of the annual HCAA personnel budget.
- **Job Descriptions:**
Systematically review and oversee the updates of job descriptions to provide clarity of expectations for the position, establish clear criteria for hiring, evaluation, and promotion, and reflect the evolving character of work.
- **Employee Engagement:**
Implement employee engagement and reward programs.

- Department Management:
Manage daily operations of the Human Resources department, oversee HR systems, and supervise the work of and provide guidance to department personnel.
- Performance Evaluation and Talent Management:
Devise strategies for performance evaluation and talent acquisition and retention.
- Policy Compliance:
Monitor adherence to internal policies and legal standards.
- Disciplinary Matters and Disputes:
Resolve disciplinary matters, disputes, investigations, and grievances.
- Litigation Risk Management:
Anticipate and resolve litigation risks.
- Data Analysis and Reporting:
Report to senior management by analyzing data and using Human Resource metrics.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Human Resources Management, Business Administration or another related field
- Experience in Human Resources with at least 5 years of the experience in a senior management capacity
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- SPHR or SHRM-SCP Preferred
- PHR or SHRM-CP Preferred

PREFERRED QUALIFICATIONS

- Master's Degree in Human Resources Management, Business Administration or another related field
- Senior management Human Resources experience in a public sector environment. , experience negotiating collective bargaining agreements, experience in self-insured programs for employee benefits, knowledge of employee wellness programs, and experience integrating a performance-based compensation system.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of Federal, State, and local laws and regulations affecting human resource management.
- Knowledge of Oracle E-Business Suite or other comparable HRIS
- Knowledge of the principles and practices of human resource administration.
- Strong analytical, problem solving and organizational skills
- Microsoft Office advanced skills required (specifically high level Excel skillset)
- Ability to communicate effectively both orally and in writing.
- Ability to deal with difficult situations with tact and professionalism.
- Ability to balance role as both an employee advocate and partner to the business
- Excellent attention to detail.

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Director of ITS Enterprise Operations & Client Services

Job Description

Director of ITS Enterprise Operations & Client Services

POSITION OVERVIEW

Tampa International Airport is seeking an innovative professional to provide leadership and technical guidance for the Authority's information technology network infrastructure and support services team. Reporting to the Vice President of Information Technology Services, this position will provide leadership, vision and direction to the IT Operations and customer support team to enable cross-functional productivity of all Authority employees, and oversee the IT Operations and Support section. The incumbent will be responsible for the day-to-day management of the network infrastructure and customer support groups including staffing, budgeting and other relative leadership and management functions. The Director of IT Operations and Support's primary responsibility will be to oversee the operation of the IT Operations and Support section(s) and its interaction with internal and external users to include Network Administration, Database Management, IT Helpdesk and Desktop support and to ensure that all IT activities are aligned with the Authority's strategic objectives. The Director will plan, coordinate, direct and design operational activities of the IT Operations and Support team, as well as provide direction and support for IT solutions that enhance critical business operations. The Director will work closely with senior management in all departments across the Authority to identify, recommend, develop, implement, and support cost-effective technology solutions for technology infrastructure and database management aspects of the organization. Strong analytical business skills, technical competence, communication, organization and leadership skills are required.

POSITION ROLES & RESPONSIBILITIES

Responsible for the activities of the IT Operations and Client (Customer) Support team including data admin, telecommunications and client platform teams

Ensures consistency and maintainability of existing network and infrastructure by incorporating industry "best practices" and/or creating, maintaining and enforcing standard operating procedures for the deployment and use of technology through the Authority to ensure excellent customer service to the Authority's user community

Provides direct supervision and mentoring to IT Operations and Client Support managers to drive efficiency and effectiveness

Develops IT strategy plans to include technical specifications, user requirements, technical design, network infrastructure, security protocols, and equipment requirements

Develops and updates IT policies and procedures in conjunction with the Authority's organizational goals

Works collaboratively with Authority department directors and leadership to meet the Authority's strategic goals relative to IT network and infrastructure support

Ensures proper documentation of all aspects of IT operations to include preparation of regular status reports and budget/financial updates

Ensures Authority network systems and infrastructure maintenance and updates adhere to security standards in partnership with the Information Security Office.

Responsible for establishing job standards for subordinate staff and effectively evaluating staff under their direction in accordance with Authority procedures.

Develops, prepares and recommends budget for purchasing, upgrading and network and infrastructure equipment

Leads vendor/hardware selection/evaluation and implementation. Engages with Procurement and Legal for contract management and guidance

Contributes to the overall technology strategy, architecture and process improvements for the Authority.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In Information Systems, Computer Science, Management Information Systems, Computer Engineering, or other related discipline.
- Of professional experience in relevant information technology leadership roles.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of Computer hardware and software used in a networked and web-based environment.
- Knowledge of information technology designs, setups, installation, implementation and maintenance.
- Knowledge of security issues, crisis management and business continuity; and legal issues regarding technology.
- Knowledge of driving new continual improvement to IT's strategies in response to the Authority's evolving needs.
- Knowledge of business case analysis.
- Knowledge of costing, budgeting, risk and financial analysis.
- Knowledge of quality assurance concepts and procedures.
- Excellent verbal and written communication skills, interpersonal relationships, leadership and management principles and decision-making abilities.
- Experience with the full range of IT services and products.
- Experience working with multiple units and/or organizations, building relationships, and with highly collaborative projects.
- Experience in evaluating programs and thinking strategically about future directions for IT.
- Strong project management skills.
- Skill in defining program objectives and establishing information technology standards, policies, and budgets.
- Skill in analyzing and improving operational effectiveness.
- Skill in program analysis and strategic planning.
- Skill in managing multiple projects, including development and management of budget.
- Skill in managing the work of others, including leading and motivating managerial staff.
- Excellent written and oral communication and conflict resolutions skills
- Ability to direct team management and development and control an operating budget.
- Ability to work with Senior Executives.

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JOB POSTING**Director of Marketing**

POSITION OVERVIEW

Reporting to the Vice President of Marketing, this position is responsible for the overall strategic planning and implementation of all aspects of marketing and customer experience at the Tampa International Airport and General Aviation Airports. This position oversees the marketing staff, all community and co-op partnerships, internal campaigns, advertising plans, and all budgets relating to marketing services.

POSITION ROLES & RESPONSIBILITIES

Design, implement, and facilitate annual marketing plan for the firm.

Support and facilitate development and implementation of section business/marketing plans.

Work with a third party agency to develop strong brand identity and guidelines.

Translating business unit objectives and strategies to develop brand portfolio objectives, strategies and plans to facilitate growth.

Develop marketing strategy, based on knowledge of establishment policy, nature of aviation industry, and cost and markup factors.

Plan and administer the firm's Marketing Operations budget.

Negotiates with media agents and agency on record to secure agreements for translation of materials into other media.

Final department approval of materials prior to presentation to client and executive leadership.

Works closely with Air Service Development, Concessions, Parking and Operations to provide customer experience and client enhancement opportunities.

Works closely with legal to ensure proper oversight and adherence to policy for all promotional campaigns and trade partnerships.

Offer coaching for prospective client meetings, presentations, customer service trainings, surveys etc.

External communications and systems (social media, newsletter formats, website design).

Internal communications and systems (project management, client services, production)

Public relations efforts (community partnerships and customer data collection)

Manage external vendor and consultant relationships

Oversee client and prospect information, ASQ data, internal data reports, mailing list applications, access

to financial reports, passenger data, airline data, concessions data etc.

Supervise Airport and Passenger Marketing Managers, Event Manager, Experience Manager, Research and Evaluation Manager and their teams

Make staffing and hiring decisions within marketing department.

Build and develop a marketing team which is competent, commercially astute, dedicated and efficient

Manage day to day activity with marketing communications agencies

Develop and deliver insightful presentations and strategies to the business unit and executive committee where appropriate.

Ensure the integration of the business unit marketing function within that of the greater group, and ensure that the business unit optimizes its use of shared and support services

Assist the business unit to meet its objectives, live the values and culture and to practice company policies.

List the major items for which the incumbent is accountable.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from an accredited college or university
- Bachelor's Degree In business, marketing, market research, or other related field
- Of demonstrated experience in work directly associated with marketing.

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JOB POSTING**Director of Procurement Non Capital Programs**

POSITION OVERVIEW

Reporting to the Vice President of Procurement, this position is responsible for the procurement of all non-capital procurements, including contract and agreement negotiations for professional and non-professional services, managing the procurement processes for Requests for Proposals (RFP), Requests for Qualifications (RFQ), Invitation to Bid (ITB), Invitation to Negotiate (ITN), request for quotations (Quotes), sole source and government contract purchasing; and materials management including warehousing, inventory and surplus property disposition. The following positions report directly to the Director, Procurement – Non-Capital Program:

- Senior Manager of Non-Capital Program: This position oversees three Procurement Agents and is responsible for providing procurement support for 20+ departments, including Maintenance, Marketing, Operations, and Concessions and Commercial Parking utilizing Invitation To Bids (ITBs) and Quotes, as well as sole source, government co-operative contract purchasing, and direct purchase source selection methods. This position serves as the training administrator for the department and is responsible for Authority-wide staff procurement training, including an introduction to procurement, advance procurement, and requisition training. This position oversees spending limits for purchases, contracts, amendments, change orders, and renewals. This position is also the department lead for Enterprise Resource Planning system upgrades, patches, and issue resolution.
- Senior Manager of Non-Capital Program and Materials Management: This position oversees two Procurement Agents and is responsible for developing and facilitating complex procurements for 20+ departments, including Maintenance, Marketing, Operations, and Concessions and Commercial Parking, utilizing primarily Request for Proposal (RFP), Request for Quote (RFQ), and Invitation to Negotiate (ITN) solicitation processes. This position also acts as the primary lead for Procurement and Logistics operations during EOC activation and maintaining the department's continuity of operations plan. This position also oversees one Materials Manager and four Property Control Specialists responsible for inventory and warehousing management, including surplus property disposition.
- Supplier Relationship and Procurement Operations Manager: This position develops and maintains procurement operational processes, contract administration methods and tools, ePayment, eCommerce solutions, departmental standards, benchmarks, and awards, and also manages the Supplier Relationship Management (SRM) program. This position is also responsible for the Purchasing Card Program, including PCard holder training.

POSITION ROLES & RESPONSIBILITIES

Provide oversight and direction to employees

Oversee the development of solicitation documents, specifications, and contract documents

Develop departmental policies, procedures, and strategic planning documents

Ensure compliance with all federal, state, and local procurement requirements in the selection of contractors, concessionaires, consultants, and individuals providing services to the Authority

Represent the Authority and oversee the negotiation process of contracts, agreements, work orders, and change orders

Facilitate and oversee the technical proposal evaluation process

Coach, mentor, and develop staff

Analyze proposals and bids for responsiveness

Oversee procurement technology utilization, upgrade, testing, and issue resolution

- Acts as Vice President of Procurement as necessary
- Oversee property asset transfer and recommends surplus property disposition
- Analyze costs projections against industry best practices and current trends
- Oversee inventory management and inventory control

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In management, business, or a related field from an accredited college or university.
- Of progressively responsible experience in purchasing, contracts management and competitive procurement processes, of which at least five years must include experience in a public (government) organization
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Valid Class E driver's license Upon Hire Required
- Certified in Public Purchasing Certified Public Purchasing Officer (CPPO) certification by the Universal Public Purchasing Certification Council (other certifications will not satisfy this minimum requirement). Upon Hire Required
- Certified in Public Purchasing NIGP Certified Purchasing Professional Preferred
- Certified Professional in Supply Management (CPSM) Preferred
- Outstanding Agency Accreditation Achievement Award (OA4), National Procurement Institute's Achievement of Excellence in Procurement Award, Florida Association of Public Procurement Officials Achievement of Excellence in Procurement Award or other equivalent type of award or accreditation Required
- other equivalent professional certification Preferred

PREFERRED QUALIFICATIONS

- Master's Degree In management or business administration, or a related field from an accredited college or university.
- Managerial experience with an agency that has obtained the National Institute of Government Purchasing's Pareto Accreditation
- Experience in utilizing Oracle EBS and other automated procurement systems

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the principles and practices of purchasing and procurement within a public agency
- Considerable knowledge of Federal, State, and Aviation Authority rules and regulations governing procurement practices within a public agency
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations
- Ability to seamlessly plan and coordinate multiple activities occurring simultaneously
- Ability to accurately and meticulously maintain records and prepare technical reports
- Ability to communicate effectively orally and in writing
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public

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JOB POSTING**Director of Procurement, Capital Programs**

POSITION OVERVIEW

Reporting to the Vice President of Procurement, this position is responsible for the procurement of capital programs including contract and agreement negotiations for professional and non-professional services, managing the procurement processes for Requests for Proposals (RFP), Requests for Qualifications (RFQ), Invitation to Bid (ITB) and Invitation to Negotiate (ITN), and oversees the development of specifications and scopes of work. This position is also responsible for the management of the department's Business Office Management section. The following positions report directly to the Director, Procurement – Capital Program: Senior Manager – Capital Program: This position oversees one Procurement Agent and is responsible for the procurement of capital professional and non-professional services through the RFP, RFQ, ITN, ITB, and ITQs. Business Office Manager: This position is responsible for managing the administrative support section of the Procurement department including procurement processes for Board agenda; document control, preparation and formatting; department budget; supplier registration; and other departmental processes and support services.

POSITION ROLES & RESPONSIBILITIES

Provides oversight and direction to employees

Oversee the development of solicitation documents, specifications and contract documents for construction projects and professional service agreements

Ensuring compliance with all federal, state and local procurement requirements in the selection of design-builders, contractors, concessionaires, consultants and individuals providing services to the Authority

Represent the Authority and oversee the negotiation process of contracts, agreements, work orders and change orders

Facilitate and oversee technical proposal evaluation process

Develop departmental policies, procedures, and strategic planning documents

Coaches, mentors and develops staff

Analyze construction costs projections against industry best practices and current trends

Represent the Procurement department at Development Committee meetings

Analyze proposals and bids for responsiveness

- Acts as Vice President of Procurement as necessary

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In management, business, construction, or a related field from an accredited college or university.
- Of progressively responsible experience in purchasing, contracts management and competitive procurement processes, of which at least five years must include experience in a public (government) organization

LICENSES AND CERTIFICATIONS

- Possession of a Valid Class E driver's license. Required
- Must hold active Certified Public Purchasing Officer (CPPO) certification by the Universal Public Purchasing Certification Council (other certifications will not satisfy this minimum requirement). Required
- General contractor's license, class "A" Preferred
- Certified Purchasing Manager (C.P.M) Preferred
- Certified Professional in Supply Management (CPSM) Preferred
- Other equivalent professional certification Preferred

PREFERRED QUALIFICATIONS

- Master's Degree In management, business, construction or a related field from an accredited college or university.
- Managerial experience with an agency that has obtained the National Institute of Government Purchasing's Pareto Accreditation or Outstanding Agency Accreditation Achievement Award (OA4), National Procurement Institute's Achievement of Excellence in Procurement Award, Florida Association of Public Procurement Officials Achievement of Excellence in Procurement Award or other equivalent type of award or accreditation
- Experience in utilizing Oracle EBS and other automated procurement systems

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of the principles and practices of purchasing and procurement within a public agency
- Considerable knowledge of Federal, State, and Aviation Authority rules and regulations governing procurement practices within a public agency
- Considerable knowledge of Federal and State grant assurances for contractual compliance
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations
- Ability to plan and coordinate multiple activities occurring simultaneously
- Ability to maintain records and prepare technical reports
- Ability to communicate effectively orally and in writing
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public
- Ability to use a computer and related software

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Director of Research and Air Service Development

POSITION OVERVIEW

Under the general direction of the Executive Vice President of Marketing, directs the execution of strategic and tactical plans to support and increase flights to existing domestic and international markets and attract prospective new airlines and destinations. Provides key leadership for the Airport by developing and exploring real-time business analytics and consumer data to inform short and long-range strategies and strategic initiatives that support all areas of the Airport business.

POSITION ROLES & RESPONSIBILITIES

- Directs the implementation and execution of the strategy to attract all airlines to this market and to increase flights in domestic and international markets. Reports on a regular basis on traffic trends globally and domestically. Develops and presents business case presentations to airline staff. Plans and tracks all Air Service Development sales calls
- Represents TPA at airline and industry meetings and trade shows related to Air Service.
- Leads the implementation of TPA's Air Service Incentive Program (ASIP).
- Develops market research to understand demographic and psychographic trends to inform business plans and initiatives.
- Mobilizes research to support Concessions, Parking, Planning & Development, Marketing and other departments to understand internal and external preferences and consumer sentiments by using qualitative and quantitative analysis tools.
- Develops periodic short and long term forecasts for the enterprise budget as well as planning support.
- Directs the preparation of budget requests and business plans and administers approved departmental budget. Directs and oversees contract consulting firms and authorizes expenditures.
- Interviews, selects, supervises, develops, and counsels subordinates in accordance with established policies.
- Develops and maintains survey databases on TPA airport customers, customer needs, and customer satisfaction.
- Coordinates Board approval process for Research and Air Service-related policy changes and contracts for services.
- Develops and manages Customer Relationship Management Systems.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Business, Marketing, Market Research, or other related field
- Eight (8) years of demonstrated experience in work directly associated with airline route economics, including route planning experience at an airline, as an airline or airport consultant, or similar experience in the Aviation industry.

KNOWLEDGE, SKILLS & ABILITIES

- Domestic and international airline passenger and air cargo operations and network decision-making processes to effectively represent the airport with airlines.
- Research methods and practices and relevant sources to gather data for tracking and analysis.
- Principles of passenger and air cargo carrier route planning to prepare proposals and presentations for current and potential TPA carriers.
- Fundamentals of Airport business operations and related Federal regulations.
- General principles of effective graphic design.
- Aviation regulatory affairs and airport airline use agreements.
- Strong working knowledge of airline route analysis tools (e.g. Diio, Sabre ADI, ARC, OAG)
- International travel and protocol
- Effectively lead teams of direct reports, related departments, and external partners.
- Track and analyze data and prepare presentations using a personal computer, including word processing, spreadsheet, database, and presentation software.
- Analyze a variety of demographic, psychographic, and travel propensity data.
- Communicate effectively in oral and written format to prepare and present presentations to airlines.
- Develop sophisticated cost comparisons using spreadsheets with formulas and lookup tables.
- Prepare visually-pleasing world-class marketing materials that support the Airport's brand strategy.
- Exercise sound independent judgment within general policy guidelines.
- Establish and maintain effective working relationships with those contacted in the performance of duties and to work as a team.
- Work under tight deadlines and coordinate several concurrent assignments.
- Travel, sometimes extensively, to meet with airline executives to deliver presentations and develop long-term partnerships.

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JOB POSTING

Electrical Maintenance Leader

POSITION OVERVIEW

Performs supervisory duties involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ROLES & RESPONSIBILITIES

Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.

Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.

Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.

Performs other related duties as required.

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from high school or possession of a GED Certificate
- Seven years of work experience in construction, maintenance, or the skilled trades; including One year of experience in a supervisory capacity.
- An equivalent combination of education, training and experience

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.

- Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Some knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Skill in supervising and performing routine repairs, maintenance, or construction of buildings, grounds, roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to work outside in a sub-tropical climate.
 - Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.
 - Ability to plan, organize and supervise the work of others.
-

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JOB POSTING

Electrical Maintenance Supervisor

POSITION OVERVIEW

Performs administrative duties overseeing maintenance and repair personnel engaged in skilled, specialized or technical trades work related to maintenance, repair or construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ROLES & RESPONSIBILITIES

Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.

Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.

Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.

Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.

Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.

Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.

Performs other related duties as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree In Construction Technology or an Engineering Technology
- Of work experience in construction, maintenance, or the skilled trades
- Of which must have been in a supervisory capacity.
- An equivalent combination of education, training and experience

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules, regulations, and operational requirements of the organization to which assigned.
 - Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds and roadways, and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Working knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of the organization's procurement system.
 - Skill in overseeing and performing routine repairs, maintenance, or construction of buildings, grounds, or roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to collect, organize and evaluate data and develop logical conclusions.
 - Ability to work outside in a sub-tropical climate.
 - Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.
 - Ability to plan, organize and oversee the work of others.
-

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The Aviation Authority-Tampa International Airport is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

JOB POSTING**Electrician II**

POSITION OVERVIEW

The Electrician II position is a crucial role within an organization responsible for ensuring the reliable operation and maintenance of electrical systems and equipment. This position involves performing preventative and corrective maintenance tasks, troubleshooting electrical issues, and implementing repairs and upgrades to maintain optimal functionality.

POSITION ROLES & RESPONSIBILITIES**Preventative Maintenance:**

- Conduct regular inspections, tests, and maintenance procedures to identify potential electrical system failures or malfunctions. This includes checking electrical components, circuits, and control systems to ensure they meet safety and performance standards.

Troubleshooting and Repairs:

- Diagnose electrical problems using various testing equipment and techniques, and determine the appropriate course of action for repair or replacement. This may involve repairing or replacing faulty components, wiring, or connections to restore functionality.

Electrical Upgrades and Installations:

- Assist in the installation, upgrade, and modification of electrical systems and equipment. This may include installing new electrical circuits, upgrading existing systems to meet current codes and regulations, or integrating new equipment into the existing electrical infrastructure.

Safety Compliance:

- Ensure compliance with electrical safety regulations, codes, and standards to minimize risks and maintain a safe working environment. This includes adhering to lockout/tagout procedures, using personal protective equipment, and following established safety protocols during maintenance activities.

Documentation and Reporting:

- Maintain accurate records of maintenance activities, including work performed, parts used, and any relevant observations or recommendations. Prepare reports detailing maintenance activities, equipment conditions, and any potential hazards or improvements needed.

Collaboration and Communication:

- Collaborate with other maintenance team members, engineers, and supervisors to coordinate work schedules, prioritize tasks, and address complex electrical issues. Effectively communicate findings, recommendations, and progress updates to relevant stakeholders.

- Acts as a lead worker of subordinate staff.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- of commercial or residential electrician experience
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Valid Florida Driver's License Required

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of the principles of electricity.
- Working knowledge of the functions and operations of commercial and industrial electrical equipment.
- Working knowledge of safety requirements.
- Working knowledge of the National Electrical Code.
- Working knowledge of the materials and tools used in the maintenance and repair of electrical equipment.
- Working knowledge of electrical industry standards.
- Working knowledge of Cardio Pulmonary Resuscitation (CPR).
- Skill in the use and care of electrical testing, diagnostic, and repair equipment.
- Ability to work in confined spaces, on ladders, scaffolding, towers, and lift buckets up to a considerable height.
- Ability to lift and carry up to 40 pounds.
- Ability to distinguish differences in wire, cable colors, sizes, and types.
- Ability and willingness to be in an on-call status and respond to call-outs, working non-standard duty hours and rotating shifts that include nights, weekends, and holidays.
- Ability to follow oral and written instructions.
- Ability to follow established procedures.
- Ability to work effectively with others.
- Ability to read and understand electrical diagrams.
- Ability to operate a standard motor vehicle safely.

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JOB POSTING**Electrician III****POSITION OVERVIEW**

Electrician III is highly skilled in the installation, troubleshooting, and repairing of electrical equipment and medium to high-voltage power distribution systems typically found in a large industrial facility. The Electrician III will work in the area of airfield lighting systems and FAA compliance, 480-volt power distribution including backup power generation, 277 and 480-volt lighting systems, and underground utility locates, strong knowledge of electrical codes, and project inspection.

POSITION ROLES & RESPONSIBILITIES

Prioritization of work to ensure sensitive issues are addressed first, providing on-the-job training for junior technicians and supervising them on larger projects.

Supervise contractors and project inspections.

On standby duty on off-hour and weekend shifts, responding to various customer and tenant issues. Resolves problems, handle complaints and provides technical expertise in the area of assignment.

Understands and appropriately reacts to airfield lighting and signage issues and power distribution issues within the facilities. Must prioritize work and attend to critical issues first.

Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in constructing, repairing, and maintaining industrial power distribution systems and equipment. Provide OJT to subordinates.

Plans job layouts, estimates materials, determine equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to perform work assignments properly.

Completes preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Prepares and maintains manual and computerized reports, records, and logs related to the work performed and materials, equipment, and supplies used to provide an audit trail of activities.

Work effectively and productively on unsupervised shifts.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED

- An equivalent combination of education, training, and experience directly related to the essential functions of this position.
- of work experience in electrical construction and maintenance.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Working knowledge of record-keeping requirements.
 - Some knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Skill in supervising and performing routine repairs, maintenance, or construction of buildings, grounds, roadways, and related systems and equipment.
 - Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.
 - Ability to communicate effectively both orally and in writing.
 - Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
 - Ability to work outside in a sub-tropical climate.
 - Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
 - Ability to work effectively with others.
 - Ability to use a computer and related software.
 - Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.
 - Ability to plan, organize and supervise the work of others.
-

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JOB POSTING**Electronics Technician II**

POSITION OVERVIEW

An Electronics Technician is responsible for the installation, maintenance, and repair of electronic equipment and systems. They play a crucial role in ensuring the efficient operation of various electronic devices, ranging from consumer electronics to complex industrial systems. The position requires a strong understanding of electrical principles, technical expertise, and the ability to troubleshoot and solve problems effectively.

POSITION ROLES & RESPONSIBILITIES

- Installs, modifies, calibrates, tests, maintains, troubleshoots, and repairs, at the component level, diversified electronic equipment and associated subassemblies utilized in systems such as voice and data communications, fire alarm, access control, CCTV, public address, audio/video, intercom equipment, dispatch consoles, trunked radios, burglar alarms, automatic door openers, computer Uninterruptible Power Systems, and call stations.
- Conducts interdepartmental training as required and operator-level troubleshooting, installation, and configuration of life safety and security systems to include but not limited to surveillance equipment, keyless access components, intercom systems, IP address validations, radio communications, fire alarm components, and others as required.
- Performs regular preventative maintenance functions and building assessments, including physical inspection, digital reporting, and repair of all assigned systems.
- Monitors the operation of systems and controls to ensure compliance with regulatory agency's standards and specifications.
- Designs, constructs, assembles, and rearranges circuits and devices and performs other modifications to operation and test equipment, exhibits, and other devices.
- Collects, logs, and records data and readings and prepares reports as needed using work order management software.
- Inspects and coordinates work performed by authorized vendors or contractors to ensure projects meet scope of work, project specifications, guideline requirements, and warranty services.
- Responds as directed to emergency and non-emergency system failures, including life safety, security systems outages, and alarm calls.
- Collects and maintains an accurate inventory of all in-use equipment, maintain service records, upgrades, and warranty information.
- Responsible for maintaining confidential information.

- Responsible for maintaining regular communication with supervisor and management staff using email, mobile phones, regular team meetings, radios, portable devices, work order management system, and other communication tools.
- Performs continuous skills updates, training, and research to stay abreast of current and emerging related technologies and product enhancements.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree or higher degree from an accredited college or university with a major in an Electronics Technology or IT field.
- High School Diploma/GED with successful completion of a technical program, at least one (1) year in length, in an Electronics Technology or IT field from an accredited institution; and one year of experience in the installation, maintenance and repair of electronic equipment.
- High School Diploma/GED Two (2) years of experience in the installation, maintenance, and repair of electronics systems.

LICENSES AND CERTIFICATIONS

- Certified Associate Electronics Technician-IS CET Preferred
- CAT Commercial Audio Technician Preferred
- COMPTIA ITF+(Preferred
- COMPTIA NET+ Preferred
- RFID Radio Frequency Identification Technical Specialist Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Excellent customer service and troubleshooting skills.
- Working knowledge of electronics technology.
- Working knowledge of the function and operation of electronic controlling, measuring, recording, transmitting, testing, and diagnostic equipment.
- Knowledge of the laws and regulations governing operating standards and specifications of the area to which assigned. OSHA, IEEE, TIA, IEC/ISO, and FOA.
- Skill in electronic testing, diagnostic and repair tools, and equipment.
- Ability to detect, analyze, and repair electronic equipment and system malfunctions.
- Ability to read and understand blueprints, electronic diagrams, and schematics.
- Ability to work effectively with others.
- Ability to follow oral and written instructions.
- Ability to operate a standard motor vehicle safely.
- Strong understanding of IT principles and the ability to communicate technical concepts effectively.
- Strong working knowledge of Microsoft Windows Operating system, Microsoft Office suite products, Android OS, and Apple IOS.
- Excellent problem-solving, critical thinking, and troubleshooting skills.
- Maintains strong written and effective oral communication skills for both internal and external stakeholders, customers, and peers.
- Demonstrates attention to detail to ensure a successful resolution to customer requirements in a timely and cost-effective manner.
- Ability to work nontraditional working hours, including holidays and weekends.

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JOB POSTING**Electronics Technician III**

POSITION OVERVIEW

The Electronic Technician will modify, repair, and improve existing electronic products, equipment, and controls and will assist in developing new or updated electronic systems, components, or products.

POSITION ROLES & RESPONSIBILITIES

Installs, modifies, calibrates, tests, maintains, troubleshoots, and repairs, at the component level, diversified electronic equipment and associated subassemblies utilized in systems such as voice and data communications, fire alarm, access control, CCTV, public address, audio/video, intercom equipment, dispatch consoles, trunked radio systems, burglar alarms, automatic door openers, computer Uninterruptible Power Systems, and call stations.

Conducts interdepartmental training as required and operator-level troubleshooting, installation, and configuration of life safety and security systems to include but not limited to surveillance equipment, keyless access components, intercom systems, IP address validations, radio communications, fire alarm components, and others as required.

Performs regular preventative maintenance functions and building assessments, including physical inspection, digital reporting, and repair of all assigned systems.

Monitors the operation of systems and controls to ensure compliance with regulatory agencies' standards and specifications.

Designs, constructs, assembles, and rearranges circuits, and devices, and performs other modifications to operation and test equipment, exhibits, and other devices.

Collects, logs, records data, and readings, and prepares reports as needed using work order management software.

Inspects and coordinates work performed by authorized vendors or contractors to ensure projects meet the scope of work, project specifications, guideline requirements, and warranty services.

Responds as directed to emergency and non-emergency system failures, including life safety, security systems outages, and alarm calls.

Collects and maintains an accurate inventory of all in-use equipment, and maintains service records, upgrades, and warranty information, including ordering parts and coordinating services.

Responsible for maintaining confidential information.

Responsible for maintaining regular communication with supervisor and management staff using email, mobile phones, team meetings, radios, portable devices, work order management system, and other communication tools.

Performs continuous skills updates, training, and research to stay abreast of current and emerging related technologies and product enhancements.

Schedules assignments, supervises, trains, and provides technical guidance to subordinate technicians on systems design and operation, troubleshooting techniques, safety, and standards and specifications set by regulatory agencies.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree with a major in an Electronics Technology or IT field; and one year of experience in the installation, maintenance, and repair of electronic systems.
- High School Diploma/GED and successful completion of a technical program, of at least one (1) year in length, in an Electronics Technology or IT field from an accredited institution; and two (2) years of experience in the installation, maintenance and repair of electronic equipment.
- High School Diploma/GED and three (3) years of experience in the installation, maintenance, and repair of electronics systems.

LICENSES AND CERTIFICATIONS

- Certified Electronics Technician -ISCET, CEA, NARDA, NCEE Preferred
- CAT Commercial Audio Technician Preferred
- Industrial Electronics Preferred
- COMPTIA ITF+ Preferred
- RFID Radio Frequency Identification Technical Specialist Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Excellent customer service and troubleshooting skills.
- Excellent knowledge of electronic technology.
- Excellent knowledge of the function and operation of electronic controlling, measuring, recording, transmitting, testing, and diagnostic equipment.
- Excellent knowledge of the laws and regulations governing operating standards and specifications of the area to which assigned. OSHA, IEEE, TIA, IEC/ISO, and FOA.
- Excellent skill in the use of electronic testing, diagnostic and repair tools, and equipment.
- Ability to detect, analyze, and repair electronic equipment and systems malfunctions.
- Ability to read, understand and explain blueprints, electronic diagrams, and schematics.
- Ability to work effectively with others.
- Ability to follow oral and written instructions.
- Ability to operate a standard motor vehicle safely.
- Excellent understanding of IT principles and the ability to communicate technical concepts effectively.
- Excellent knowledge of Microsoft Windows Operating system, Microsoft Office suite products, Android OS, and Apple IOS.
- Excellent problem-solving, critical thinking, and troubleshooting skills.
- Maintains strong written and effective oral communication skills for both internal and external stakeholders, customers, and peers.
- Demonstrates attention to detail to ensure successful resolution to customer requirements in a timely and cost-effective manner.
- Ability to work nontraditional working hours, including holidays and weekends.

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Enterprise Risk Management Program Coordinator

POSITION OVERVIEW

The Enterprise Risk Management (ERM) Program Coordinator will perform administrative work, organizing and assisting with property, automobile, and liability insurance claims. The incumbent will coordinate gathering data for investigations, prepare and maintain files on claims and potential claims, process department invoices and requisitions, and draft correspondence to attorneys and carriers. Represent and advance the success of the Authority through their relationships with departments, contractors, attorneys, and other related entities. Have basic knowledge of insurance terms and incident reporting. Maintain a comprehensive understanding of department workflow processes and record keeping. Review insurance documents to identify basic requirements and assist in summarizing and resolving content. Maintain various complex logs and records, including those in department-specific software systems. Attend outreach meetings, safety committee meetings, and Authority events on behalf of the ERM team. The position supports ERM's department duties, responsibilities, and the Authority's ERM Program. NOTE: ERM Program Coordinators are responsible for the day-to-day administration and support of ERM activities as assigned. Employees may not regularly perform all listed responsibilities and may typically focus on a few of those listed below. However, all employees in the classification are expected to be able to effectively perform all duties, assist when needed, meet changing departmental workload needs, and serve as backup during absences. Duties and responsibilities, such as regular attendance, are not routinely listed in job descriptions but are also essential functions.

POSITION ROLES & RESPONSIBILITIES

- Processes and responds to calls into @askTPA or ERM Department while maintaining current directory and processes for assisting or redirecting for maximum customer service; collects contact information, pulls incident reports (Daily Debrief, TIAPD, Safety Citations), forwards or elevates calls to appropriate staff or departments.
- Organizes and supports work processes within the ERM Department to ensure delivery of services such as processing claims and establishing and maintaining claims files.
- Assists with and gathers required data for investigating incidents that could result in compensatory events or claims with the insurance carrier.
- Maintains incident tracking spreadsheets for processing of claims, monitors, and presents concerns or issues to management's attention, and assists in facilitating accurate and timely adjudication and settlement.
- Assists with recovering damages incurred by the Authority; investigates claims, initiates and coordinates with departments to support the costs and expenses associated with damages, processes and tracks recovery or restitution, and corresponds and maintains appropriate documentation.
- Coordinates meetings with in-house counsel for the discussion of open claims.
- Collects and maintains employee driver's license information. Monitors and validates employee driver's license compliance with the Department of Motor Vehicles. Coordinates with HR and other HCAA departments in accordance with Authority or ERM Department standard procedures.

- Supports ERM department's response to public records requests through a comprehensive understanding of department workflow processes and record keeping and compiles documentation for review before release.
- Drafts correspondence to attorneys and insurance carriers about claims or potential claims against the Authority.
- Composes and transmits professional communications (emails, memos, letters) to internal and external contacts and follows up for responses, as needed, related to insurance, claims, safety, business continuity, and insurance compliance.
- Assists in maintaining claims files and records. Sets up claim files in accordance with department standards, electronically files and records any mail and other correspondence into appropriate claims files.
- Assists management as needed in the administrative activities of the property and liability insurance renewal process
- Supports Airport safety initiatives, including participation on the Safety Committee, safety training, and procedures.
- Conducts weekly facility inspections.
- Performs various administrative duties.
- Prepare and submit invoice requests to Finance on reimbursable claims
- Process and enter invoices in MyHub (Oracle) for review to be processed for payment
- Maintain Vehicle spreadsheet of all Authority owned vehicles

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Experience may substitute on a year-for-year basis for the required education.

PREFERRED QUALIFICATIONS

- Associate's Degree in Business Administration or another related field.
- Three (3) years of experience in risk management, insurance, safety, or risk reduction
- Experience with Oracle and CLIO or cloud-based legal case management system

LICENSES AND CERTIFICATIONS

- Certified Claims Adjuster 6-20 All Lines Adjuster License within **one (1) Year - Preferred**

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge and understanding of risk management functions, insurance policies and processes.
- Knowledge of organizational and program promotional methods and procedures relating to administrative support.
- Knowledge of budget management practices and procedures.
- Ability to organize programs and special events.

- Ability to monitor, oversee and provide guidance to volunteers, clients, and other employees.
 - Ability to maintain files and records and prepare reports and correspondence.
 - Ability to use a computer and related software.
 - Ability to make presentations to large groups.
 - Ability to organize and multitask.
 - Attention to detail and high degree of accuracy.
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JOB POSTING**Equipment Mechanic II**

POSITION OVERVIEW

Performs inspections, maintenance, and minor and major repairs on automotive, construction, agricultural, 2 cycle and various small engine powered equipment.

POSITION ROLES & RESPONSIBILITIES

Troubleshoots and determines repairs for various types of vehicles and equipment.

Makes minor and major repairs to vehicles or equipment including disassembling, replacing and/or overhauling various equipment systems.

Operates various types of vehicles as required to complete proper maintenance.

Maintains preventative maintenance program.

May perform welding, minor body repairs and painting.

Completes maintenance reports and records.

Performs other related duties as required.

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from high school or possession of a GED Certificate
- An equivalent combination of education, training and experience
- Of experience repairing, and maintaining mechanical equipment such as automobiles, trucks or lawn equipment

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Required

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of the materials, tools, and methods used in the repair, maintenance, and servicing of gasoline and diesel vehicles and equipment such as automobiles, trucks, or lawn maintenance equipment.
- Working knowledge in the maintenance of gasoline and diesel engines, powertrains, chassis hydraulic, and other equipment-related systems.
- Working knowledge in basic equipment and electrical systems
- Working knowledge of troubleshooting and diagnostic techniques and methods.
- Working knowledge of parts requirements including ordering and recording.
- Knowledge of auto body repair techniques and methods.

- Skill in locating and correcting defects in mechanical equipment.
 - Skill in the use of shop tools.
 - Ability to safely operate motorized equipment.
 - Ability to read technical manuals and specifications.
 - Ability to climb, stoop, kneel, and crouch at ground level.
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TPA MISSION STATEMENT

To be a major driver in the economic growth of the Tampa Bay Region. We will be leading-edge innovators to create global access and extraordinary customer experiences through our people and facilities to build prosperity for our stakeholders and the region.

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JOB POSTING**Equipment Mechanic III**

POSITION OVERVIEW

The Equipment Mechanic III inspects, maintains, troubleshoots, and repairs automotive and related equipment. This position also involves overseeing the work of subordinate mechanics, acting as a Lead Worker, and managing the operation of a small repair shop or garage. The Equipment Mechanic III must possess a strong technical aptitude, excellent diagnostic skills, and the ability to provide technical assistance to subordinates. This role requires a working knowledge of vehicle systems, computer interfaces, and diagnostic tools. The incumbent must demonstrate expertise in repair procedures, possess strong organizational and leadership skills, and be able to work effectively in a fast-paced environment.

POSITION ROLES & RESPONSIBILITIES

- Inspect, maintain, troubleshoot, and repair automotive and related equipment.
- Oversee the work of subordinate mechanics, act as a Lead Worker, and provide technical assistance.
- Utilize computer interfaces and generic code scanners to troubleshoot vehicle systems and obtain trouble codes from the Engine Control Module (ECM).
- Perform minor and major repairs on vehicles and equipment, including disassembling, replacing, and overhauling mechanical systems.
- Manage the operation of a small repair shop or garage (if applicable).
- Check and maintain maintenance reports and records.
- Monitor preventative maintenance and safety programs to ensure proper equipment maintenance and adherence to safety measures.
- Make service calls as required.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Three (3) years of experience repairing and maintaining mechanical equipment, such as automobiles, trucks, or lawn maintenance equipment.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Possession of valid Florida Driver's License Upon Hire Required
- EVT Certification, or able to obtain within 6 months of hiring within 180 Days Required
- Automotive Service Excellence (ASE) Certification (A or T Series, Master preferred). Preferred

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of materials, tools, and methods used in the repair, maintenance, and servicing of various vehicles and equipment.
 - Considerable knowledge of troubleshooting and diagnostic tools, techniques, and methods of repair.
 - Working knowledge of parts requirements, including ordering and recording.
 - Knowledge of the functions, services, procedures, and regulations of the department.
 - Skill in demonstrating repair procedures to subordinates.
 - Skill in using shop tools.
 - Skill in using various test equipment to troubleshoot vehicle and equipment problems.
 - Ability to troubleshoot, maintain, and repair various types of vehicles and equipment.
 - Ability to operate motorized equipment.
 - Ability to plan, organize, and oversee the work of others.
 - Ability to document activities and maintain related records and logs.
 - Ability and willingness to work in a subtropical climate under adverse weather conditions and high noise levels.
 - Ability to climb, stoop, kneel, and crouch at ground level.
 - Ability to carry up to 75 pounds.
 - Ability to safely operate a motor vehicle.
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Executive Assistant-Marketing & Communications

POSITION OVERVIEW

The Executive Assistant provides administrative support for a Vice President (VP), and is responsible for the overall effective administration of the VP's office and its interactions with internal and external stakeholders. In managing the VP's overall calendar, the Executive Assistant understands priorities and uses good judgment to manage inevitable conflicts in requests for meetings and also is able to screen out or manage lower priority activities. The Executive Assistant to the VP interacts with the Leadership Team, Board members, staff, volunteers and stakeholders.

POSITION ROLES & RESPONSIBILITIES

- Manages EVP's calendar (internal and external activities), develop and/or organize materials and coordinate logistics for meetings. Creates contact reports and keeps track of next steps as appropriate.
- Draft and/or proof communications, correspondence, presentations, minutes, agendas and other administrative documents as needed for EVP
- Prepares and reconciles expense reports (including travel) expenses in electronic system on behalf of EVP
- Serves as liaison to the Leadership Team (EVP's direct reports)
- Manages the overall flow of information and communication about decisions from the EVP's office to staff and other members of leadership
- Create and maintain systems and procedures to ensure effective implementation of the EVP's directives
- Arranges complex travel plans for the EVP and other staff when required

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Business Administration, Public Administration or a related field
- Five (5) years Extensive experience in an executive administrative support position.

KNOWLEDGE, SKILLS & ABILITIES

- Advanced reasoning abilities are required to perform all essential accountabilities of this position.
- Exceptional verbal, written communication and interpersonal skills
- Excellent organizational skills for handling a variety of details and setting administrative and production priorities.
- Ability to work under pressure and can follow through to completion of assigned projects
- Ability to work in a flexible work environment that may require extra or varied hours
- Advanced knowledge, skill and ability of office management practices, current office technology and related computer programs including but not limited to Microsoft Office
- Demonstrated typing and computer related skills and the ability to communicate effectively orally and in writing.
- Must be able to work in a fast paced environment, work flexible hours, and have a strong attention to detail.

- Excellent organizational and interpersonal skills are required.
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JOB POSTING

Executive Assistant-Operations & Customer Service

POSITION OVERVIEW

The Executive Assistant provides administrative support for a Vice President (VP), and is responsible for the overall effective administration of the VP's office and its interactions with internal and external stakeholders. In managing the VP's overall calendar, the Executive Assistant understands priorities and uses good judgment to manage inevitable conflicts in requests for meetings and also is able to screen out or manage lower priority activities. The Executive Assistant to the VP interacts with the Leadership Team, Board members, staff, volunteers and stakeholders.

POSITION ROLES & RESPONSIBILITIES

Manages VP's calendar (internal and external activities), develop and/or organize materials and coordinate logistics for meetings. Creates contact reports and keeps track of next steps as appropriate.

Draft and/or proof communications, correspondence, presentations, minutes, agendas and other administrative documents as needed for VP

Serves as liaison to the Leadership Team (VP's direct reports)

Manages the overall flow of information and communication about decisions from the VP's office to staff and other members of leadership

Create and maintain systems and procedures to ensure effective implementation of the VP's directives

Arranges complex travel plans for the VP and other staff when required

Prepares and reconciles expense reports (including travel) expenses in electronic system on behalf of VP

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Graduation from an accredited four-year degree granting college or university in Business Administration, Public Administration or a related field
- Of extensive experience in an executive administrative support position.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated typing and computer-related skills and the ability to communicate effectively orally and in writing.
- Must be able to work in a fast-paced environment, work flexible hours, and have strong attention to detail.
- Excellent organizational and interpersonal skills are required.
- Advanced reasoning abilities are required to perform all essential accountabilities of this position.

- Exceptional verbal, written communication and interpersonal skills
 - Excellent organizational skills for handling a variety of details and setting administrative and production priorities.
 - Ability to work under pressure and can follow through to completion of assigned projects
 - Ability to work in a flexible work environment that may require extra or varied hours
 - Advanced knowledge, skill, and ability in office management practices, current office technology, and related computer programs including but not limited to Microsoft Office.
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Executive Vice President HR, IT & General Counsel

Job Description

Executive Vice President HR, IT & General Counsel

POSITION OVERVIEW

Reporting to the CEO and Authority Board Members, this position serves as the principal contact in all legal matters for the Aviation Authority. The incumbent is responsible for the performance of a wide variety of legal duties pertaining to all leases, contracts and agreements for the Authority, representing the Authority's interest in litigation, and rendering legal opinions. The General Counsel will manage all activities of the Department of Legal Affairs and oversee the preparation of all agreements relating to the Master Plan development program, including airline agreements, concession/commercial development agreements, land acquisition and ground leases, construction and consultant agreements and the lease of airport facilities at the Authority's four airports. The General Counsel will insure the legal sufficiency of contracts and agreements in accordance with federal, State, local and HCAA laws, rules and regulations. The incumbent will also be responsible for ensuring that contracts, leases and agreements clearly define the interests of all the parties involved; are consistent, accurately identify the tenant's obligations, outline concession performance standards and DBE goals and expectancies and represent the current regulatory environment. The General Counsel will provide legal opinions and advice to the CEO and Board Members on a wide variety of legal matters related to all aspects of the Aviation Authority from its governance to the management and operation of Tampa International, Peter O Knight, Plant City, and Tampa Executive Airports.

POSITION ROLES & RESPONSIBILITIES

Review and approval of all contracts, grant agreements, concession agreements, vendor agreements, labor agreements, user agreements, leases, easements, permits and similar documents.

Coordination of all legal issues with the Authority's CEO.

Draft and final preparation of contracts or other legal documents.

Representation in real estate transactions, including examination of land titles.

Representation in actual or threatened litigation or in any adversarial proceedings before Administrative agencies.

Liaison with legislative and executive representatives of County, State or Federal government agencies.

Provide services that fall in highly specialized areas such as bankruptcy, computer, environmental, public procurement and construction, third party liability claims, collection of delinquent accounts or tax law.

Oversee all outside legal service contracts.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- PhD Juris Doctor Degree from an accredited school of law and admission to the Bar of the State of Florida (or have similar credentials from another State that will be reciprocally honored by the Florida State Bar Association),
- Eight (8) years experience as a practicing attorney including extensive professional legal experience involving some branch of local government, experience in the Aviation Industry, or any equivalent combination of experience and training a must.
- Experience should reflect demonstrated knowledge and a thorough understanding of the laws as they relate to the sale and purchase of real property; rental and lease agreements; construction and contract administration; procurement; and, compliance with policies and procedures. The General Counsel will perform a wide range of legal services for the Authority and a thorough understanding of the requirements relating to the Public Sector environment is critical.

LICENSES AND CERTIFICATIONS

- ATT-JD - Attorney Upon Hire Required
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Executive Vice President Marketing & Communications

POSITION OVERVIEW

Reporting to the CEO, the Executive Vice President of Marketing will be responsible for developing and implementing a dynamic marketing and communications program which will proactively advance the interests of the Authority's policies and programs. This position will be responsible for providing leadership to a communication staff and will work closely with other program leaders and staff in helping implement a mission-focused, enterprise-level communications strategy. The Vice President will continually develop and improve communication approaches to advance the Authority's programs and initiatives. The Vice President will also work to align external stakeholders and consultants to leverage the Authority's visibility and brand in order to advance its policy and program initiatives. The Vice President will be an innovative, creative and strategic communications leader. The Vice President serves as a member of the senior management team and is responsible for the overall planning, budgeting, staffing, and evaluation of all communications activities consistent with policies established by the CEO and the Board.

POSITION ROLES & RESPONSIBILITIES

Continually develop and improve communications resources and approaches to advance the Authority's program strategies and initiatives.

Provides leadership for design, implementation, and management of issue-focused communication enterprise.

Develops strategic communications plans, both proactively and responsibly to breaking events.

Develops workable implementation plans; communicates changes effectively; build commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Effectively utilize social media and other online formats, as well as more traditional media/communications vehicles, to ensure information on the Authority is accurate, consistent and accessible to external audiences.

Efficiently communicate Authority image and positions to maintain or enhance credibility with key audiences; engage potential partners or allies who share similar goals; and, proactively engage critical stakeholders to advance the mission of the Authority.

Works in direct partnership with Authority's staff to mutually develop program-related communications strategies that are built into broader program plans and effectively utilize the Authority's other internal resources when appropriate.

Reinforce, train, and grow staff's capacity to effectively engage with key audiences about the organization's mission, program outcomes and goals in alignment with the Authority's core values.

Provide regular strategic and tactical communication support to CEO's Office and leadership in helping to advance critical goals and priorities.

Provide communications oversight of critical information relayed to the Board of Director's and provide counsel on strategic communications as needed.

Ensure all staff has access to useful and timely internal information about the Authority.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- B.A. in a related field
- Of experience in communications, public relations or other related field.

KNOWLEDGE, SKILLS & ABILITIES

- Proven capacity to communicate with, and successfully reach, culturally and ethnically diverse target audiences, especially within the nonprofit, policy, and/or philanthropic sectors.
- Looks for ways to fulfill the vision; shows commitment to the organizational mission and guiding principles; inspires respect and trust.
- Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Able to generate and deliver persuasive and clear verbal, graphic, and written communications.
- Outstanding interpersonal skills; must have credibility, good judgment, honesty, and integrity.
- Ability to listen and process complex information quickly.
- Ability to manage change with flexibility and grace.
- Initiative to solve problems with energy and a positive attitude.
- Able to anticipate, prioritize, and manage tasks while simultaneously demonstrating genuine respect for diversity and inclusiveness with multicultural sensitivity.
- Demonstrated and effective people management and employee development skills.

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Executive Vice President Operations & Customer Service

POSITION OVERVIEW

As the Executive Vice President of Operations and Customer Service, plays a critical role in shaping the overall passenger experience and operational efficiency at the Hillsborough County Aviation Authority airports. Responsible for leading a talented team and collaborating with various stakeholders to ensure our airports are safe and secure and provide exceptional customer service to all passengers.

POSITION ROLES & RESPONSIBILITIES

Strategic Leadership:

- Develop and implement strategic plans for airport operations and customer service to align with the company's overall goals and objectives.
- Provide visionary leadership and direction to the airport operations and customer service teams, setting clear goals and KPIs.

Operational Excellence:

- Oversee all aspects of airport operations, including terminal management, ground services, baggage handling, and security, to ensure smooth and efficient operations.
- Ensure compliance with all relevant regulatory requirements and industry standards.
- Drive efficiency and cost-effectiveness in airport operations while maintaining high safety standards.

Customer Experience:

- Elevate the passenger experience by implementing best practices in customer service, including improving check-in processes, waiting areas, and in-terminal services.
- Lead the customer service team to deliver exceptional passenger experiences at all touchpoints, from check-in to baggage claim.
- Develop and implement programs to continuously improve customer satisfaction and loyalty.
- Handle escalated customer issues and ensure timely resolution.

Budget and Resource Management:

- Develop and manage the budget for airport operations and customer service, optimizing resource allocation.
- Identify cost-saving opportunities without compromising on service quality.

Team Leadership and Development:

- Build and lead a high-performing team, fostering a culture of accountability, professionalism, and continuous improvement.
- Provide coaching, mentorship, and professional development opportunities to team members.
- Foster a culture of collaboration, accountability, and innovation.

Stakeholder Collaboration:

- Collaborate with government agencies, airlines, vendors, and other stakeholders to enhance airport services and address operational challenges.
- Collaborate with third-party vendors and service providers to ensure seamless airport operations and superior customer service.

- Establish and maintain strong relationships with key stakeholders, including government authorities, airlines, and industry partners.

Technology and Innovation:

- Drive innovation in airport operations by exploring and implementing new technologies and processes to improve efficiency and passenger satisfaction.
- Utilize data analytics and key performance indicators to assess operational performance and identify areas for improvement.
- Stay abreast of industry trends and emerging technologies to enhance airport operations and customer service.

Crisis Management:

- Develop and implement crisis management plans to respond effectively to emergencies or unexpected events at the airports.
- Ensure strict adherence to safety regulations, security protocols, and industry standards to protect passengers and employees.

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Aviation Management, Business Administration, or a related field;
- Ten (10) or more years Proven track record in senior leadership roles within the aviation industry, with a focus on airport operations and customer service.
- In-depth knowledge of airport operations, regulatory compliance, and safety standards. • Strong leadership and team management skills with a history of building and motivating high-performing teams. • Exceptional communication and interpersonal abilities. • Strategic thinker with the ability to drive change and innovation. • Experience managing budgets and resources effectively. • Customer-centric mindset with a passion for delivering outstanding customer experiences.

PREFERRED QUALIFICATIONS

- Master's Degree Aviation Management, Business Administration, or a related field;

KNOWLEDGE, SKILLS & ABILITIES

- Aviation Industry Expertise: In-depth knowledge of the aviation industry, including airport operations, regulations, safety standards, and emerging trends.
- Airport Management: Understanding of terminal operations, ground handling, security protocols, and logistical aspects of running an airport.
- Customer Service Principles: A deep understanding of customer service best practices, including methods for measuring and improving customer satisfaction.
- Regulatory Compliance: Familiarity with local and international aviation regulations, as well as the ability to ensure compliance and navigate regulatory changes.
- Budget and Resource Management: Proficiency in budget planning, financial analysis, and resource allocation to optimize operational efficiency.
- Technology and Innovation: Awareness of the latest technologies and innovative solutions in aviation operations and customer service.
- Stakeholder Relations: Knowledge of stakeholder dynamics, including relationships with airlines, government authorities, vendors, and industry partners.
- Leadership: Strong leadership skills to inspire and lead a diverse team effectively, fostering collaboration, accountability, and a results-oriented culture.
- Strategic Thinking: The ability to think strategically, set clear goals, and develop and implement effective strategies to achieve them.

- **Communication:** Excellent verbal and written communication skills to convey complex ideas and strategies to diverse audiences, including staff, stakeholders, and the public.
 - **Problem-Solving:** Exceptional problem-solving skills to identify issues, analyze data, and develop innovative solutions to challenges in airport operations and customer service.
 - **Decision-Making:** Sound judgment and decision-making abilities, especially in high-pressure situations.
 - **Customer Focus:** A customer-centric mindset with a passion for delivering outstanding passenger experiences and a commitment to continuous improvement.
 - **Financial Acumen:** Financial analysis skills to manage budgets, assess cost-saving opportunities, and make data-driven decisions.
 - **Innovation:** A mindset that embraces innovation and a willingness to explore and adopt new technologies and approaches to enhance airport operations and customer service.
 - **Crisis Management:** Ability to manage and respond to crises and emergencies efficiently, ensuring the safety and satisfaction of passengers and employees.
 - **Networking:** Strong networking abilities to build and maintain relationships with key industry players and stakeholders.
 - **Global Perspective:** Understanding of the global aviation landscape and the ability to consider international factors in decision-making, especially for international airports.
 - **Team Building:** The ability to build and lead high-performing teams, fostering a collaborative and motivated workforce.
 - **Change Management:** Proficiency in driving change and implementing new processes, technologies, and strategies.
 - **Conflict Resolution:** Strong conflict resolution skills to address disputes and issues within the organization and with external stakeholders.
 - **Adaptability:** The capacity to adapt to evolving industry trends, regulations, and customer preferences.
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Executive Vice President, Finance and Procurement

POSITION OVERVIEW

The Vice President of Finance and Information Technology acts as the Chief Financial Officer and Chief Purchasing Agent for the Aviation Authority. The Vice President of Finance and Information Technology is responsible for directing all financial, and procurement activities for the Aviation Authority. The position oversees two departments and is responsible for ensuring completion of each department's goals; overseeing development and compliance with departmental procedures; monitoring the performance of each department; developing long-range strategies and directing the preparation of departmental operating and capital budgets. The Vice President of Finance and Procurement reports to the Chief Executive Officer. The following positions report directly to the Vice President of Finance, and Vice President of Procurement. Director of Finance – this position is responsible for directing the financial activities of the Authority, including preparation of financial statements and related external audit, calculation of rates and charges to airlines, coordination of issuance of debt, accounts payable, accounts receivables, budget, payroll, collections and inventory. Director of Procurement – this position is responsible for directing the purchase of supplies, materials, equipment, construction and professional and non-professional services for the Authority.

POSITION ROLES & RESPONSIBILITIES

Assisting the Chief Executive Officer and others with various financial analyses.

Coordinating the issuance of debt, including refunding bond issues, construction bond issues, commercial paper and other types of financing for capital improvements.

Interacting with the Authority's trustees related to bond covenants the administration of existing debt.

Directing the establishment and management of Authority banking and investments.

Ensuring compliance with all federal, state and local procurement requirements in the selection of contractors, concessionaires, consultants and individuals providing goods or services to the Authority.

Maximizing revenues and minimizing expenditures to protect the financial strength of the Authority.

Other duties and assignments as may be required.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree In accounting, business administration, public administration, management or related field

- Of senior-level experience in managing the accounting, investment and financial functions of a similarly sized organization in a position with significant organizational and budget responsibility, preferably at a medium to large size airport or other governmental organization
- Consideration will be given to experience in a similar role in a non-governmental organization.

PREFERRED QUALIFICATIONS

- Master's Degree In business administration or public administration
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Finance Revenue & Contract Administrator

POSITION OVERVIEW

Manages the billing rule function for the Authority, which entails translating terms/conditions of revenue contracts into the framework for an invoice. Performs highly technical and professional duties analyzing and developing improved managerial policies, practices, methods, procedures, and organizational structures. Duties involve providing and coordinating responsible technical and professional assistance to departments and agencies by reviewing and independently analyzing complex organizational structures, procedures, and existing programs to identify areas where corrective action should be implemented.

POSITION ROLES & RESPONSIBILITIES

Manages the billing rule function for the Authority, which entails translating terms/conditions of revenue contracts into the framework for an invoice. This also includes misc. Tenants and retiree billings.

Supports the revenue contract managers in ensuring that all contractual obligations are met while also ensuring that all billing information is up-to-date with the latest drawings/space usage

Independently tracks contract expiration, renewals, and amendments to ensure that the contract managers are appropriately adhering to board-approved contract terms.

Analyzes sales performance and investigates any variance between expected performance and actual performance. Ensures that revenue recognition is in line with the reported sales activities

Tracks surety/payment security requirements for Concessions departments

Records and reconciles public parking-book parking, ground transportation per-trip fee, and badging office activities.

Day-to-day contact for all credit card processing revenue streams (online payments, badging, pre-book parking, ground transportation), including management of customer disputes, chargebacks, refunds.

Manages all state sales tax and communication-related tax reporting and compliance.

Works together with the billing team to ensure an effective and efficient flow of communication and contract changes. Performs highly complex independent research studies and makes conclusive recommendations.

Manages contract related GASB87 compliance, including contract oversight and tracking in support of the Authority's annual external audit.

Manages retiree billing administration and oversight in support of the Authority's Human Resources department, including working with retirees on payment issues, questions, various support.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.

- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Finance, Accounting, or another related field.
- Seven (7) years Accounting, Finance, Finance-Related, Preferably receivables
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS & ABILITIES

- Strong written and oral communication skills.
 - Should have working knowledge of generally accepted accounting principles and expertise using the Microsoft suite of software products.
 - Should have working knowledge and experience managing and working within large-scale financial ERP systems.
 - Strong leading Business Users through Financial and Procurement out of the box functionality to support proof of concepts and new capabilities.
 - Knowledge around out of the box interfaces tables, APIs/Packages, base tables, seeded workflows in Oracle modules in 12.1.X and 12.2.X.
 - Ability to use word processing, spreadsheet, database, and related software applications.
 - Ability to read, comprehend, and apply job-related rules, policies, and procedures.
 - Ability to analyze accounting and fiscal data.
 - Knowledge of computer operations using accounting and spreadsheet applications.
 - Knowledge of governmental accounting principles, practices, procedures, methods, and theory.
 - Familiarity with performing job functions in concert with a major ERP system.
-

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Fixed Asset Analyst

POSITION OVERVIEW

Reporting to the Projects and Grants Finance Manager, the Fixed Asset Analyst will oversee the fixed assets function across the Authority, while driving process improvements. Performs analyst duties including managing the fixed asset system, reconciling modules to the General Ledger and preparing audit schedules.

COMPENSATION

WORKPLACE TYPE

- This hybrid position requires you to work at least three (3) days or more on-site in the office base on business needs.

POSITION ROLES & RESPONSIBILITIES

Creates and maintains fixed asset acquisitions, retirements and transfers in the Oracle Fixed Asset System.

Conducts annual physical inventory counts of the capitalized equipment.

Manages the fixed assets month end closing process.

Prepares interim and year end fixed assets audit schedules for the external audit. Point of contact for questions from the external auditors.

Calculates depreciation for capitalized assets.

Reconciles and balances the Oracle Projects Module and the Fixed Assets Module with the General Ledger.

Prepares and records the In-House Labor (P&D, Maintenance and ITS) charged to projects.

Manages all capital project fixed assets from substantial completion to final close.

Prepares the Recognized Net Investment (RNI) Schedule.

Prepares Schedule 6 (Estimated Capital Improvement Expenditures) for the Annual Budget Book.

First reviewer for project payables paid invoices and payment applications.

Assists with the implementation of new and upgraded systems to ensure adequate internal controls are in place.

- Assists departments in determining capital vs expensed equipment and equipment funded vs O&M.
- Prepares journal entries and posts transactions to proper accounts.
- Conducts analysis related to fixed assets as requested by management.
- Develops new and modifies existing accounting procedures (440.03, 440.05 & 440.06) to achieve operational efficiency.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of experience as a professional accountant
- An equivalent combination of education, training, and experience directly related to the functions outlined in this position

PREFERRED QUALIFICATIONS

- Bachelor's Degree In Accounting, Finance or Business

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of laws, rules, and policies governing accounting books, records, and accounts.
 - Knowledge of personal computers using word processing, spreadsheet, database, and various accounting software.
 - Ability to collect, organize and evaluate data and to develop logical conclusions.
 - Ability to analyze and audit accounting reports.
 - Ability to read, comprehend, and apply job-related rules, policies, and procedures.
 - Ability to develop computer-based spreadsheets, graphs, summaries, and reports.
-

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JOB POSTING

Fleet Maintenance Supervisor

POSITION OVERVIEW

Performs supervisory duties overseeing maintenance and repair personnel engaged in the maintenance and repair of airport fleet vehicles and other mechanical airport support equipment. Repairs and maintains assets at a prescribed standard. Provides technical support to junior mechanics on complex problems and prioritizes and completes a large workload with available resources.

POSITION ROLES & RESPONSIBILITIES

Supervises the activities of skilled trades and maintenance personnel engaged in repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.

Plans, schedules, assigns, and reviews work. Provides training, coaching, performance management, and timekeeping for maintenance personnel.

Develops, analyzes, and updates maintenance policies and procedures to ensure an efficient, effective, and safe work environment.

Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment.

Plans job layouts, estimates materials, determine equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.

Determines, schedules, and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.

Requisitions equipment, tools, and materials in a timely manner to ensure maintenance and construction schedules are met.

Assists in developing contract specifications and overseeing the performance of contracts in assigned areas to ensure construction and maintenance requirements are satisfied and services are completed according to specifications.

Answers questions and provides information related to work assignments, including resolving problems, handling complaints, and providing technical expertise in the area of assignment.

Prepares and maintains manual and computerized reports, records, and logs related to the work performed and materials, equipment, and supplies used to provide an audit trail of activities.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.

- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Associate's Degree
- An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific functions noted in the job description.
- of experience in fleet maintenance, construction, maintenance, or the skilled trades
- of experience as a supervisor

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules, regulations, and operational requirements of the organization to which assigned.
- Knowledge of accepted methods, practices, and procedures for repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Knowledge of equipment, tools, and materials used in repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Knowledge of safety practices and principles used in repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Knowledge of record-keeping requirements.
- Knowledge of laws, ordinances, rules, regulations, and standard operating procedures for repairing and maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs used in maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Skill in the use of tools and equipment used in maintaining airport fleet vehicles (including ARFF vehicles) and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods, kneel, bend, and climb in performing duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.
- Ability to plan, organize and oversee the work of others.

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GA Maintenance Lead

POSITION OVERVIEW

Performs supervisory or skilled work involving two or more trades in the construction, maintenance, and repair of buildings, equipment and facilities.

POSITION ROLES & RESPONSIBILITIES

Supervises and participates in the erection of small structures and the more complex alteration, repair and maintenance of plumbing, electric, and water systems and/or fixtures, brick, cement, HVAC, and carpentry work.

Supervise the work of skilled staff by scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.

Makes drawings or sketches for repair work.

Requisitions and maintains replacement parts in central stock to permit completion of repairs.

Drives a vehicle to and from work sites.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Four (4) years of experience as a skilled trades worker in two or more of the following trades: plumbing, electrical, carpentry, masonry, painting, or other skilled trades

LICENSES AND CERTIFICATIONS

- DL NUMBER - Driver License, Valid and in State Possession of a valid Florida Driver License. Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of procedures and techniques utilized in various construction trades.
 - Considerable knowledge of the construction and maintenance of various types of buildings and facilities.
 - Considerable knowledge of airfield mowing and operation of heavy equipment.
 - Some knowledge of safety procedures and safety equipment.
 - Skill in the use of hand and electrical tools and equipment used in building and construction.
 - Ability to read and interpret blueprints and drawings.
 - Ability to prioritize work.
 - Ability to plan, organize and supervise the work of others.
 - Ability to work effectively with others.
 - Ability to perform a variety of physical tasks.
-

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GA Maintenance Operations Manager

POSITION OVERVIEW

The General Aviation Operations Manager is pivotal in ensuring the safe and compliant operation of all airfield activities under the purview of the Airport FAA, FDOT, and City and State regulatory bodies. This multifaceted role encompasses a wide range of responsibilities, from overseeing self-inspection programs and coordinating construction and maintenance efforts to engaging with governmental agencies and fostering seamless collaborations within the airport community. The General Aviation Operations Manager assumes a leadership role encompassing administrative, supervisory, and technical functions related to regulatory compliance within the General Aviation (GA) department. In addition to ensuring adherence to regulations, this role actively responds to incidents/accidents, handles special use permits and tenant work permits, and recommends proposed airport capital improvement initiatives to safeguard operational safety. The role's proactive engagement fosters effective communication and cooperation among airport tenants, external governmental entities, Authority leadership, and departmental teams, particularly concerning airfield operations, construction, and maintenance activities.

POSITION ROLES & RESPONSIBILITIES

Regulatory Compliance Oversight:

- Conduct meticulous inspections of runways, taxiways, ramps, and associated areas to ensure strict compliance with FAA, FDOT, and City and State regulatory standards, ensuring the ongoing safety of aircraft operations.
- Lead airport safety programs, initiatives, and other critical assessments to uphold top-tier safety standards.

Construction and Maintenance Coordination:

- Collaborate closely with the Maintenance Operations Manager to oversee daily airfield activities encompassing airfield maintenance work, construction projects, and the movement of aircraft and vehicles.
- Drive the general aviation compliance program by implementing and enforcing policies and procedures aligned with industry best practices.

Tenant Management and Regulatory Adherence:

- Monitor airport tenants and leased areas to proactively identify potential violations of Airport Rules/Regulations and other pertinent regulations.
- Ensure meticulous compliance with Federal and State airport certification regulations, maintaining our airport's status as a safe and reliable hub for aviation activities.

Governmental Liaison and Project Representation:

- Serve as the primary General Aviation representative for airport projects, effectively communicating our department's perspective and ensuring alignment with our operational goals.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Airport Operations Management, Business Administration, or a closely related field.
- Three (3) years of Proven expertise in general aviation airport operations, including the application of certification requirements and airport safety standards. Demonstrating familiarity with airport layout, design, and construction principles.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Possession of a Valid Florida Driver's License Upon Hire Required

KNOWLEDGE, SKILLS & ABILITIES

- Exceptional leadership skills, capable of fostering teamwork, building consensus, and inspiring excellence among team members.
 - Deep understanding of Federal Aviation Regulations and the ability to interpret and apply them effectively.
 - Comprehensive knowledge of airport operations, maintenance, and related activities, ensuring optimal operational performance.
 - Proficiency in weather and NOTAM terminology used in Airport Operations, enhancing your ability to make informed decisions.
 - Previous experience as an Airport Operations Manager or Airport Operations Specialist is a strong advantage, showcasing your readiness for this role.
 - Thorough comprehension of federal, state, and local airport operations and security regulations, ensuring compliance and operational integrity.
 - Strong organizational skills enable you to lead teams, prioritize effectively, and drive projects forward independently.
 - Excellent analytical and decision-making capabilities, empowering you to evaluate programs, policies, and procedures for continuous improvement.
 - Superior communication skills, both written and verbal, essential for conveying complex information and building relationships.
 - Ability to prepare reports, maintain records, analyze data, and administer programs.
-

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JOB POSTING

Guest Experience Representative

POSITION OVERVIEW

Reporting to the Guest Services Supervisor, the Guest Experience Representative (GER) Performs informational and referral duties to assist the public in locating and/or accessing various services provided by Tampa International Airport and other community agencies. Performs informational and referral duties to assist guests while anticipating and responding to their needs to enhance the overall guest experience at Tampa International Airport.

POSITION ROLES & RESPONSIBILITIES

Provides information and assistance to Airport guests concerning the use of the facility, available services, local attractions, and flight information.

Provide direction and assistance to incoming international passengers in the Federal Inspection Station and formulates detailed reports to Aviation Authority staff on significant observations. Follow up on reported issues to ensure that the problem has been corrected.

Conducts educational walking tours of the Airport terminal for schools, groups, and community organizations.

Conducts educational bus tours of the airfield for school groups and community organizations.

Monitors escalators, elevators, shuttle cars, and the monorail system concerning accidents and outages.

Provides VIP tours as necessary.

Acts as an official representative of the Aviation Authority at school fairs, festivals, and community functions. Maintains a booth or display, providing literature and promotional items.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- High School Diploma/GED
- Of customer service experience in a public contact capacity.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of Airport and community resources and available information and service sources.
- Working knowledge of office practices and procedures.
- Skill in making presentations to groups.
- Ability to deal courteously and effectively with the public.
- Ability to communicate effectively both orally and in writing.

- Ability to organize and maintain files and records.
 - Ability to operate general office equipment.
 - Ability to work effectively with others.
-

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Lead Credentials Specialist

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	1/1/1900 12:00:00 AM
Job Description Name:	Lead Credentials Specialist
Position Title:	Lead Credentials Specialist
Effective Date	10/2/2023
Pay Grade:	G4
HCAA Location:	Tampa International Airport
Workplace Type:	
Reports To Position:	
Job Category:	Administrative Non Exempt
Has Direct Reports?	
CBA:	
FLSA Status:	Non-Exempt
Job Code:	OPS020
Department:	Operations

POSITION SUMMARY

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POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME

Required for All HCAA Positions

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

HCAA Core Value Competencies

Demonstrates values-based competencies in line with the five core values that are the foundation of all activities performed by employees in order to achieve the Mission of HCAA:

TEAMWORK	We treat everyone with respect and dignity We trust and empower our people
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	We celebrate our wins and continue to improve
VISION	We think and act boldly We lead by example We transform our industry
EXCELLENCE	We prioritize safety and security We act with integrity and are accountable for our actions We hold ourselves to the highest standards
COMMUNITY	We foster a diverse and inclusive environment We steward the resources entrusted to us We serve the greater good
HOSPITALITY	We are friendly and proactive We pitch in when we see a problem We deliver the best guest experience

PHYSICAL AND ENVIRONMENTAL WORKING CONDITIONS

Physical Demand Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						
Other: (choose an option other than N/A to enter specific text below)						

Environmental Condition Requirements

While performing the duties of this job, the employee is required to work/be exposed to the selected working environments.

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Adverse Weather Conditions					
Atmospheric Conditions					
Computer Monitor					
Dust/Fumes/Gases					
Extreme Temperatures (Hot/Cold)					
High-Pitched/Loud Noises					
High-Stress Level					
Humidity					
Moving Mechanical Parts					
Needles Or Other Sharp Objects					
Potential Electrical Shock					
Toxic Chemicals					
Toxic Fumes					
Unprotected Heights					
Vibration					
Working at High Altitudes Or Heights					
X-Ray/Electro-Magnetic Energy					
Other: (choose an option other than N/A to enter specific text below)					

Travel Requirements

Ability to Travel	None	<25%	26%-50%	51%-75%	76%-100%
Local					
Domestic					
International					



Lost and Found Property Control Coordinator

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	11/20/2023 9:43:23 AM
Job Description Name:	Lost and Found Property Control Coordinator
Position Title:	Lost and Found Property Control Coordinator
Effective Date	10/2/2023
Pay Grade:	G1
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Guest Experience Manager
Job Category:	Administrative Non Exempt
Has Direct Reports?	No
CBA:	N/A
FLSA Status:	Non-Exempt
Job Code:	TOG008
Department:	Terminal Operations and Guest Experience

POSITION SUMMARY

The Lost and Found Coordinator at the airport is responsible for ensuring efficient handling, cataloging, and return of lost items to their rightful owners. This role requires a meticulous individual capable of coordinating with various airport departments, utilizing technology for item tracking, and providing exceptional customer service to reunite passengers with their belongings.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">• Item Reception and Cataloging: Receive, document, and categorize lost items promptly, ensuring accurate records are maintained for each item that enters the lost and found department.	0%
<ul style="list-style-type: none">• Database Management: Utilize database systems to track and log lost items, maintaining an organized inventory that allows for efficient retrieval and matching with reported lost items.	0%
<ul style="list-style-type: none">• Communication and Customer Service: Liaise with airport staff, security, airlines, and passengers to facilitate the return of lost items. Provide exceptional customer service by responding promptly to inquiries and keeping individuals informed throughout the retrieval process.	0%
<ul style="list-style-type: none">• Documentation and Reporting: Generate reports detailing the status of lost items, trends in lost property, and any improvements needed in the lost and found process.	0%
<ul style="list-style-type: none">• Policy Adherence: Ensure compliance with airport and airline policies regarding the handling, storage, and disposal of lost items. Follow established procedures for the safekeeping and eventual disposal of unclaimed items.	0%

<ul style="list-style-type: none"> • Collaboration: Work closely with airport authorities, security personnel, and relevant departments to enhance the efficiency of lost and found operations. 	0%
<ul style="list-style-type: none"> • Process Improvement: Identify areas for process enhancement, suggest improvements, and implement best practices to streamline the lost and found procedures. 	0%

Required for All HCAA Positions

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QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred
High School Diploma/GED		Required

Work Experience

Experience	Experience Details	Required/Preferred
Two (2) years	of experience in customer service and/or inventory management.	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
<p>Strong organizational skills with attention to detail.</p> <p>Excellent communication and interpersonal skills.</p> <p>Ability to handle stressful situations with composure and professionalism.</p> <p>Familiarity with relevant technology and software applications.</p> <p>Knowledge of airport operations and security protocols is a plus.</p>	

HCAA Core Value Competencies

Demonstrates values-based competencies in line with the five core values that are the foundation of all activities performed by employees in order to achieve the Mission of HCAA:

TEAMWORK	<p>We treat everyone with respect and dignity</p> <p>We trust and empower our people</p> <p>We celebrate our wins and continue to improve</p>
VISION	<p>We think and act boldly</p> <p>We lead by example</p> <p>We transform our industry</p>
EXCELLENCE	<p>We prioritize safety and security</p> <p>We act with integrity and are accountable for our actions</p> <p>We hold ourselves to the highest standards</p>

HCAA Core Value Competencies

Demonstrates values-based competencies in line with the five core values that are the foundation of all activities performed by employees in order to achieve the Mission of HCAA:

COMMUNITY	We foster a diverse and inclusive environment We steward the resources entrusted to us We serve the greater good
HOSPITALITY	We are friendly and proactive We pitch in when we see a problem We deliver the best guest experience

PHYSICAL AND ENVIRONMENTAL WORKING CONDITIONS

Physical Demand Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Kneeling			X			
Bending			X			
Climbing			X			
Crawling			X			
Driving	X					
Eye/Hand/Foot Coordination	X					
Grasping		X				
Handling			X			
Hearing				X		
Reaching			X			
Repetitive Motions			X			
Sitting				X		
Squatting			X			
Standing			X			
Typing				X		
Walking				X		
Carry up to:				X		50+lbs.
Lifting up to:				X		50+lbs.
Pulling up to:				X		50+lbs.
Pushing up to:				X		50+lbs.
Other: (choose an option other than N/A to enter specific text below)	X					

Environmental Condition Requirements

While performing the duties of this job, the employee is required to work/be exposed to the selected working environments.

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Adverse Weather Conditions	X				
Atmospheric Conditions	X				
Computer Monitor					X
Dust/Fumes/Gases	X				
Extreme Temperatures (Hot/Cold)	X				
High-Pitched/Loud Noises	X				
High-Stress Level			X		
Humidity	X				
Moving Mechanical Parts	X				
Needles Or Other Sharp Objects	X				
Potential Electrical Shock	X				
Toxic Chemicals	X				
Toxic Fumes	X				
Unprotected Heights					
Vibration	X				
Working at High Altitudes Or Heights	X				
X-Ray/Electro-Magnetic Energy	X				
Other: (choose an option other than N/A to enter specific text below)					

Travel Requirements

Ability to Travel	None	<25%	26%-50%	51%-75%	76%-100%
Local	X				
Domestic	X				
International	X				



Maintenance Duty Manager

Department: Maintenance

Pay Grade: G6

FLSA Status: Exempt

Job Code: MNT077

Last Updated: 2/15/2024

POSITION SUMMARY

The Maintenance Duty Manager reports to the Director of Maintenance Operations; this position ensures optimal maintenance and upkeep of airport facilities, systems, and equipment in adherence to industry benchmarks. The primary focus is on meeting and surpassing customer expectations regarding safety, security, aesthetics, convenience, reliability, and value. This encompasses overseeing terminal buildings, Hillsborough County Aviation Authority (HCAA) owned structures, roadways, airfield pavements, parking facilities, and grounds. The Maintenance Duty Manager (MDM) spearheads Maintenance Department activities and personnel during non-regular hours, weekends, and holidays. This position involves being the primary point of contact for emergency situations and managing maintenance contracts while supporting various administrative and technical functions.

POSITION ROLES & RESPONSIBILITIES

Operational Leadership:

- Represent the Maintenance Department during off-hours, weekends, and holidays to relevant airport departments.
- Provide consistent leadership and decision-making for shift personnel.
- Act as the departmental liaison during Automated People Mover (APM) outages.

Quality Assurance and Inspection:

- Conduct inspections for Quality Control/Quality Assurance of facilities and equipment.
- Determine service needs and personnel/vendor requirements.

Contractor Management:

- Manage, coordinate, and monitor contractor performance for assigned contracts.
- Develop project schedules, ensuring timely completion and efficient resource management.
- Ensure satisfactory completion of work by staff/contractors.
- Provide feedback and manage deficiencies efficiently.

Maintenance Administration and Personnel Development:

- Track maintenance activities via a computer-based management system.
- Handle administrative tasks within the Work Control section.
- Offer guidance for optimizing the Work Order System.
- Implement and oversee goals and objectives, generating reports and tools for analysis.
- Procure specialty maintenance services and systems, including specification development.
- Focus on personnel development.
- Provides operational supervision of in-house trade sections and contracted service providers.
- Provides feedback on the performance of overnight staff.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Facility Management, Business Management, Engineering (especially if the role involves technical maintenance), Aviation Management, Operations Management, or another related field.

LICENSES AND CERTIFICATIONS

- Facility Management Professional credential (FMP) from the International Facility Management Association (IFMA) within 9 months of hire. Required
- Completion of the National Incident Management System (NIMS) courses ICS-100, ICS-200, ICS-700 & ICS-800, within six (6) months of hire. within 180 Days Required

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrate the ability to provide consistent leadership and effective communication to personnel during non-regular hours, weekends, and holidays.
- Strong interpersonal skills to act as a departmental liaison with various airport stakeholders.
- In-depth knowledge of Quality Control/Quality Assurance processes for facilities and equipment.
- Ability to conduct thorough inspections to determine service needs and resource requirements.
- Proven experience managing, coordinating, and monitoring contractor performance for maintenance contracts.
- Strong project management skills, including the development of project schedules and resource management.
- Ability to ensure satisfactory completion of maintenance work by staff and contractors.
- Effective feedback and deficiency management skills.
- Proficiency in utilizing computer-based maintenance management systems.
- Administrative skills to handle tasks within the Work Control section.
- Expertise in guiding and optimizing Work Order Systems.
- Ability to implement and oversee goals and objectives, generating reports and tools for analysis.
- Knowledge of procurement processes, specifically in acquiring specialty maintenance services and systems.
- Experience in specification development for maintenance services.
- Ability to focus on personnel development within the Maintenance Department.
- Management skills in overseeing in-house trade sections and contracted service providers.
- Knowledge of facility management principles and practices.
- Familiarity with airport operations, especially in a large commercial or institutional setting.
- Understanding of emergency response protocols and the ability to act as the primary responder for all emergencies.
- Completion of National Incident Management System (NIMS) courses ICS-100, ICS-200, ICS-700 & ICS-800.

TPA MISSION STATEMENT

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The Hillsborough County Aviation Authority is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

HCAA is an EEOE and Drug-Free Workplace Program.

POSITION OVERVIEW

Manages medium sized projects. These projects are characterized as having a project value of at least \$20 million and crosses multiple business units or departments with similar or related functions. The projects managed have some project visibility, impact and risk at the Agency or County level.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Performs project management work by managing, coordinating and implementing medium sized projects. Participates in the development of the scope of work.
- Establishes administrative procedures and guidelines to ensure effective project/program outcomes.
- Prepares contract drafts, requests for proposal and other related documents for review. Creates project schedules and controls resources to ensure timely completion of project.
- Prepares and/or monitors project budgets, monitors status of allocated funds and controls expenses.
- Coordinates with other sections and departments to ensure efficient flow of communications and services.
- Reviews and acts on project management, administrative, and operational problems.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and

Four years of program/project management experience directly related to the position duties.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPETENCIES

- Knowledge of project management theory, techniques and tools.
- Ability to effectively coordinate resources and manage these resources to a successful project outcome.
- Ability to analyze the risks and future impact of decisions.
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Ability to collect, organize and analyze data and develop logical conclusions.
- Skill in developing tracking systems to monitor work progress.

TPA MISSION STATEMENT

Department:

Maintenance

Pos. No:

00000

Pay Grade:

E3 (\$65,500 – \$136,200) – **Exempt**

Last update:

1/30/2018 Compensation

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Department:

Maintenance

Pos. No:

00000

Pay Grade:

E3 (\$65,500 – \$136,200) – Exempt

Last update:

1/30/2018 Compensation

Maintenance Project Manager

ABOUT TAMPA INTERNATIONAL AIRPORT

Tampa International Airport is widely regarded as America's Favorite Airport and was recently named the #1 Large Airport in North America by J.D. Power. As the premier gateway for the West Coast of Florida, TPA serves more than 23 million passengers annually and serves as a top economic engine for the Tampa Bay region and the state of Florida.

The Hillsborough County Aviation Authority, which operates and maintains TPA and the county's three general aviation airports, is always seeking the very best people to serve its passengers, community, and fellow employees. Named a Tampa Bay Times Top Workplace in Tampa Bay for five straight years, the Authority has more than 650 employees in more than 20 departments, representing a talented, diverse, and engaged workforce. The organization offers excellent health, dental, vision, and retirement benefits, competitive pay, paid parental leave, Health and Dependent Savings Accounts, wellness reimbursement, training opportunities for career advancement, and much more. The Authority holds strong to its mission of serving the region and operates daily on five values: Teamwork, Excellence, Vision, Hospitality, and Community.

Join an award-winning team and see why Tampa International Airport and the Aviation Authority are among the most beloved institutions and workplaces in the Tampa Bay area.

POSITION OVERVIEW

The Maintenance Project Manager within the Airport Maintenance Support Division will manage various responsibilities related to mechanical and electrical systems. This position involves managing complex, large-scale capital projects and small to medium-sized capital or maintenance refurbishment projects. The Maintenance Project Manager will also monitor utility costs and consumption, participate in sustainability initiatives, and administrate service contracts supporting airport systems.

COMPENSATION

WORKPLACE TYPE

- 100% On-Site

POSITION ROLES & RESPONSIBILITIES

- **Project Management:** Manage and coordinate small and medium-sized projects, participating in the development of project scopes.
- **Technical Support:** Provide high-level technical support for large-scale capital projects, encompassing design planning, review, construction oversight, and project closeout.
- **Contract Management:** Prepare contract drafts, requests for proposals, and related documents. Create project schedules and efficiently allocate resources to ensure timely project completion.
- **Regulatory Compliance:** Interpret and ensure compliance with Authority Construction Program requirements, regulations, and procedures.
- **Budget Management:** Prepare and monitor project and O&M budgets, track allocated funds, and manage expenses effectively.
-

- Collaboration: Coordinate with various departments, consultants, and contractors to facilitate communication and services within the Maintenance Department.
- Problem Solving: Review and address project management, administrative, and operational issues to ensure smooth project execution.
- Utility Data Analysis: Record and analyze utility costs and consumption data to forecast budgets, enhance efficiencies, and estimate cost savings or increases resulting from operational changes or equipment additions.
- Sustainability Support: Develop spreadsheets and reports to support sustainability initiatives.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Civil Engineering, Mechanical Engineering, Electrical Engineering, Construction Management, or another related field.
- Four (4) years of experience in personnel management and construction project management.
- An equivalent combination of education, training, and experience that would reasonably be expected to provide the job-related duties and skills for this position.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of project and personnel management theory, techniques, and tools.
- Knowledge of mechanical and electrical systems related to central energy plants and large commercial facilities.
- Ability to effectively coordinate resources in the successful completion of projects.
- Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- Ability to use Microsoft Excel spreadsheets to collect, organize, and analyze data. Must have familiarity with Microsoft Office suite including Word, Outlook, and PowerPoint.
- Ability to approve project specifications on a design utilizing Bluebeam, BIM, and Prolog applications.
- Ability to establish and maintain constructive and cooperative interpersonal relationships with staff, peers, management, and local stakeholder groups to accomplish the department's mission.
- Ability to analyze data and make correct inferences or draw accurate conclusions.
- Skill in developing tracking systems to monitor work progress.
- Ability to work collaboratively with other departments on common objectives.
- Ability to communicate effectively to personnel with varying degrees of technical understanding. Must be able to communicate orally and through the technical writing of reports and email.

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organization, or based on personal favoritism or other non-merit factors.

The Aviation Authority-Tampa International Airport is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Manager of Applications and Development

Class Code

Position #: 00097

U8485

Major Duties:

- Develops and communicates project management standards and best practices.
- Identifies and coordinates internal resources and expertise to achieve project objectives.
- Advises leadership about the project portfolio, status and resource planning.
- Provides guidance on establishing project planning.
- Provides guidance on tracking time of resources.
- Provides guidelines for and assists in project audits.
- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity.
- Oversees the formulation of project objectives and system development requirements.
- Participates directly in project development, as required.
- Provides guidance and assistance to the project staff to ensure the success of projects, as required.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Performs other related duties as required.

Minimum qualifications: An Associate degree from an accredited college or university; and Six years' experience managing Information Systems projects including two years in a supervisory capacity.

Substitution: Graduation from high school or possession of a GED certificate; and Seven years' experience managing Information Systems projects including three years in a supervisory capacity.

Salary Range:

AA4 -

POSITION OVERVIEW

Performs operational managerial duties for a mid-size functional unit/section which provides routine programs and services in an agency or department with responsibility for planning, coordinating and supervising assigned clerical, administrative support, technical and/or maintenance employees. Distinctions between class levels in the General Manager series are based on the size, scope and impact of the organizational unit managed within the agency/department, the nature and number of functions managed, the level of supervision exercised, the nature of positions supervised, the direct budgetary responsibility, and the complexity and scope of assigned job duties and responsibilities.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Manages the day-to-day operations of a medium sized unit/section, and coordinates and administers assigned programs and resources.
- Directs the allocation of resources to achieve timely outcomes and meet goals.
- Supervises and provides guidance and training to assigned administrative, clerical, technical and/or maintenance staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed, including termination.
- Reviews and acts on administrative and operational problems.
- Develops work standards and guidelines for assigned unit/section; implements goals, objectives, policies and procedures for assigned unit/section.
- Clarifies and resolves day-to-day issues regarding organizational policies, practices, programs and projects.
- Assesses staffing needs and identifies shortfalls; interviews, recruits and hires new staff.
- Monitors status of allocated funds and controls expenses.
- Coordinates with other units/sections within own organization and external agencies/departments to ensure efficient flow of communications and services.
- May represents the agency/department/division at meetings, functions, and events.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's Degree from an accredited college or university; and

Five years of experience directly related to the position duties, two of which must have been in a supervisory capacity.

Or

Graduation from high school or possession of a GED Certificate; and

Six years of experience directly related to the position duties, three of which must have been in a supervisory capacity.

JOB SPECIFIC COMPENTENCIES

Department:

Marketing

Pos. No:

00000

Pay Grade:

E2 (\$56,200 – \$116,800) – **Exempt**

Last update:

1/30/2018 Compensation

- Specialized technical knowledge of a specific operational area, and the ability to perform and/or supervise specialized work in that area.
- Knowledge of federal, state and local regulations pertaining to assigned functional area.
- Skill in the application of supervisory techniques.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use initiative and exercise sound judgment.
- Ability to initiate and sustain action to accomplish goals of the functional area.
- Ability to remain calm and provide guidance to subordinate staff in crisis situations.
- Ability to organize work, set priorities, and determine resource requirements.

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Department:
Pos. No:
Pay Grade:
Last update:

Marketing
00000
E2 (\$56,200 – \$116,800) – Exempt
1/30/2018 Compensation

POSITION OVERVIEW

Performs a wide variety of paraprofessional administrative/secretarial duties, supporting a director or agency head of a large department or agency of a County function or operation. May supervise subordinate administrative/clerical and administrative/secretarial staff. As needed, one Administrative Specialist III level position may be authorized to support a director or agency head.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Independently performs a wide variety of paraprofessional administrative, secretarial and confidential functions and duties supporting a director or agency head.
- Manages and closely monitors director's or agency head's calendar; schedules and coordinates appointments, conferences and itineraries; makes travel and lodging arrangements; completes travel reimbursement documentation.
- Initiates and schedules tentative appointments for director or agency head; reserves venue, coordinates attendees; assembles handout materials, slideshow presentations and equipment.
- Reviews outgoing correspondence for internal consistency and proper conformance with administrative policies, approvals and signatures, as well as formatting, grammatical construction and typographical errors.
- Initiates and composes agendas, minutes, correspondence, memos, spreadsheets, logs, invoices, and reports in final form, for approval or signature of director or agency head.
- Interprets, recommends and implements improvements to administrative policies and internal workflow procedures.
- Independently determines for the director or agency head, priority status and special attention to important matters received or observed, such as incoming postal mail, electronic mail, correspondence, statements, face-to-face customers, phone calls and internal staff actions.
- In the director or agency head's absence, ensures that requests for action or information are completed or referred to appropriate staff member or area of responsibility; determines whether director or agency head should be notified of high-priority or emergent matters.
- Makes recommendations and advises director or agency head on budgetary matters concerning office expenditures, such as equipment and supplies and monetary benefits, such as payroll, salary, and overtime. Independently processes, coordinates and adjusts payroll, timekeeping, schedules and leave requests for department or agency.
- Accesses, secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving- personnel, payroll, medical, performance or disciplinary.
- May prepare and distribute outgoing electronic mail and correspondence on behalf of director or agency head; as authorized, may utilize an electronic signature or stamp for director or agency head.
- May provide supervision, guidance, training, and review the work of subordinate administrative/clerical and administrative/secretarial staff to ensure accuracy, completion, timeliness and corrective action, as needed.
- May serve as representative and liaison for director or agency head by disseminating directives, instructions, assignments and following-up on the status of time sensitive items within the department or agency.
- May meet with customers, special interest groups, high-ranking officials, unions and others on behalf of director or agency head; or other professional staff, committee, council or board members.
- May take and transcribe dictation verbally or from electronic sources; may take minutes, record and report meetings or proceedings for the director or agency head.
- Performs other related duties as required.

Department:	Human Resources and Administration
Pos. No:	00000
Pay Grade:	NE6 (\$47,800 – \$89,600) – Non Exempt
Last update:	1/31/18 Compensation

MINIMUM QUALIFICATIONS

A Bachelor's degree; and three years of administrative/secretarial experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPETENCIES

- Knowledge of policies, procedures, precedents, regulations, executive orders, and rules of assigned department or agency.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Skill in communication and effective writing.
- Skill in managing ones own time and the time of others.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to transcribe documents and information from different sources.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
- Ability to effectively lead or supervise lower level administrative/clerical and administrative/secretary staff.

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Department: Human Resources and Administration
Pos. No: 00000
Pay Grade: NE6 (\$47,800 – \$89,600) – Non **Exempt**
Last update: 1/31/18 Compensation



Procurement Programs Manager

Department: Procurement

Pay Grade: G5

FLSA Status: Exempt

Job Code: PRC016

Last Updated: 2/16/2024

POSITION SUMMARY

The Procurement Programs Manager is responsible for overseeing operational processes, contract compliance, training, professional standards, and supplier relationship management within the procurement department.

POSITION ROLES & RESPONSIBILITIES

Supplier Relationship Management and Contract Compliance:

- Develop, implement, and manage a Supplier Relationship Management and contract compliance program.
- Create processes for tracking supplier performance and ensuring contract compliance.
- Provide training to internal and external stakeholders on contract compliance procedures.
- Address supplier non-compliance issues in collaboration with internal stakeholders.

Procurement Process Improvement:

- Analyze areas for efficiency improvements, such as ePayment and eCommerce solutions.
- Maximize supplier discounts and rebates.
- Facilitate onboarding of new team members and departments.
- Manage relationships with suppliers to enhance efficiency.
- Research and implement industry best practices by participating in procurement award applications.
- Pursue recognition through awards such as the FAPPO Award of Excellence and the NIGP Procurement Agency Excellence Award.
- Ensure adherence to quality standards through accreditation processes.
- Provide guidance and direction to Procurement leadership on new initiatives.
- Support the implementation of sustainability and green procurement initiatives.
- Undertake special projects assigned by management, such as updating procurement documents and websites.

Procurement Training Development:

- Develop internal and external training opportunities, including face-to-face, online, written guides, and virtual training sessions.
- Ensure training materials align with professional standards and organizational goals.

REQUIRED FOR ALL HCAA JOBS

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- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Business Administration, Business Management, Public Administration, or another related field.
- Three (3) years of experience in contract compliance, program development, or other experience related to Procurement in the public or private sector.

- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certified Professional Public Buyer (CPPB) Preferred
- Certified Public Procurement Officer (CPPO) Preferred
- NIGP Certified Procurement Professional (NIGP-CPP) Preferred
- Project Management Professional (PMP) and/or Certified Associate in Project Management (CAPM) Preferred

KNOWLEDGE, SKILLS AND ABILITIES

- Understanding of procurement principles, practices, and regulations.
- Knowledge of contract development, negotiation, and compliance.
- Familiarity with strategies for managing supplier relationships, assessing performance, and resolving issues.
- Awareness of current trends, benchmarks, and best practices in procurement and supply chain management.
- Knowledge of adult learning principles and training methodologies for designing and delivering effective procurement training programs.
- Understanding of project management concepts, including planning, execution, and evaluation.
- Strong verbal and written communication skills for conveying complex procurement concepts clearly and effectively to various stakeholders.
- Ability to analyze data, identify trends, and make data-driven decisions to improve procurement processes and performance.
- Skill in identifying procurement challenges, developing creative solutions, and implementing corrective actions.
- Ability to provide direction, guidance, and support to procurement team members and stakeholders.
- Skill in establishing and maintaining positive relationships with suppliers, internal departments, and external partners.
- Ability to facilitate organizational change and effectively manage transitions within the procurement function.
- Capacity to adapt to changing priorities, requirements, and circumstances in a dynamic procurement environment.
- Ability to pay close attention to detail and ensure accuracy in contract documents, procurement processes, and supplier communications.
- Skill in prioritizing tasks, managing multiple projects simultaneously, and meeting deadlines.
- Commitment to upholding ethical standards and integrity in procurement practices and supplier relationships.
- Ability to work collaboratively with cross-functional teams and stakeholders to achieve common procurement goals.
- Capacity to identify opportunities for innovation and continuous improvement in procurement processes, technologies, and practices.

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HCAA is an EEOE and Drug-Free Workplace Program.

POSITION OVERVIEW

Performs supervisory duties involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and

Seven years of work experience in construction, maintenance, or the skilled trades; including

One year of experience in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds or roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.

Department:

Maintenance

Pos. No:

00000

Pay Grade:

NE4 (\$39,600 – \$74,300) – Non Exempt

Last update:

2/1/18 Compensation

- Working knowledge of record keeping requirements.
- Some knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Skill in supervising and performing routine repairs, maintenance or construction of buildings, grounds, roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and supervise the work of others.

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The Aviation Authority-Tampa International Airport welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities, and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE4 (\$39,600 – \$74,300) – Non Exempt
Last update:	2/1/18 Compensation



Security Projects and Access Control Compliance Manager

J o b D e s c r i p t i o n

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	3/7/2024 11:26:49 AM
Job Description Name:	Security Projects and Access Control Compliance Manager
Position Title:	Security Projects and Access Control Compliance Manager
Effective Date	10/2/2023
Pay Grade:	G6
HCAA Location:	Tampa International Airport
Workplace Type:	Hybrid
Reports To Position:	Senior Manager, Security Compliance
Job Category:	Manager
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	OPS009
Department:	Operations

POSITION SUMMARY

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POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME

Required for All HCAA Positions

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

HCAA Core Value Competencies

Demonstrates values-based competencies in line with the five core values that are the foundation of all activities performed by employees in order to achieve the Mission of HCAA:

TEAMWORK	We treat everyone with respect and dignity We trust and empower our people
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	We celebrate our wins and continue to improve
VISION	We think and act boldly We lead by example We transform our industry
EXCELLENCE	We prioritize safety and security We act with integrity and are accountable for our actions We hold ourselves to the highest standards
COMMUNITY	We foster a diverse and inclusive environment We steward the resources entrusted to us We serve the greater good
HOSPITALITY	We are friendly and proactive We pitch in when we see a problem We deliver the best guest experience

PHYSICAL AND ENVIRONMENTAL WORKING CONDITIONS

Physical Demand Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						
Other: (choose an option other than N/A to enter specific text below)						

Environmental Condition Requirements

While performing the duties of this job, the employee is required to work/be exposed to the selected working environments.

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Adverse Weather Conditions					
Atmospheric Conditions					
Computer Monitor					
Dust/Fumes/Gases					
Extreme Temperatures (Hot/Cold)					
High-Pitched/Loud Noises					
High-Stress Level					
Humidity					
Moving Mechanical Parts					
Needles Or Other Sharp Objects					
Potential Electrical Shock					
Toxic Chemicals					
Toxic Fumes					
Unprotected Heights					
Vibration					
Working at High Altitudes Or Heights					
X-Ray/Electro-Magnetic Energy					
Other: (choose an option other than N/A to enter specific text below)					

Travel Requirements

Ability to Travel	None	<25%	26%-50%	51%-75%	76%-100%
Local					
Domestic					
International					



Senior Financial Planning Analyst

Department: Finance

Pay Grade: G5

FLSA Status: Exempt

Job Code: FIN011

Last Updated: 1/8/2024

POSITION SUMMARY

As the Senior Financial Planning Analyst, you will play a pivotal role under the guidance of the Budget Supervisor, overseeing the analysis, recording, and reporting facets of financial planning and budgeting activities for the Authority. Your responsibilities will encompass professional accounting duties, involving the management of diverse financial transactions, systems, and procedures. This position offers a unique opportunity to contribute to the strategic financial direction of the organization, ensuring accuracy and efficiency in financial processes.

POSITION ROLES & RESPONSIBILITIES

Variance Analysis:

- Monitor month-end accounting processes and analyze variances between actual and expected outcomes.
- Conduct forecast variance analysis and communicate variance drivers to finance leadership.
- Financial Record Management:
- Create, establish, maintain, and audit financial records, accounts, ledgers, and journals related to expense allocation

Budget Development:

- Participate in the overall development of the annual operating expense budget.
- Contribute to monthly forecast submissions to Finance.
- Financial Analysis:
- Generate insights from financial analyses, interpret data, and communicate key takeaways.
- Support departments with monthly revenue and expense projections through the Enterprise Planning and Budgeting Cloud Service.

Expense Location and Hierarchy Maintenance:

- Ensure costs adhere to airport accounting policies.
- Maintain the cost center and account hierarchy associated with operating expenses in the Enterprise Planning and Budgeting Cloud Service.

Journal Entries and Transactions:

- Prepare complex journal entries and post transactions, including fund transfers across departments and cost centers.
- Analyze, calculate, and prepare various journal entries such as revenue recording, accruals, reclassifications, and adjustments.

Business Plan Input and Presentation:

- Provide inputs to the business plan and actual calculations of rates and charges.
- Prepare presentation-ready materials containing financial and operational metrics for staff meetings and business reviews.

Analytical/Modeling Support:

- Support key business initiatives with analytical and modeling assistance.
- Balance investment risks with anticipated returns for efficient use of capital and operational expenses.

Collaboration and Support:

- Support the Budget Supervisor, Financial Planning & Analysis team, and undertake other responsibilities as necessary.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree Finance, Accounting, or another related field.
- Three (3) years of experience as an analyst or similar role responsible financial planning, accounting and/or finance experience.
- Experience may substitute on a year-for-year basis for the required education.

LICENSES AND CERTIFICATIONS

- Certified Public Accountant (CPA) Preferred

KNOWLEDGE, SKILLS AND ABILITIES

- The incumbent should have working knowledge of Generally Accepted Accounting Principles (GAAP), Governmental Accounting Standards Board (GASB), Oracle enterprise business suite software and the Microsoft suite of software products.
- Considerable knowledge of computerized accounting systems.
- Considerable knowledge of the specific accounting and reporting requirements and the complete accounting cycle of the organization to which assigned.
- Considerable knowledge of budgetary procedures and controls.
- Ability to collect, organize and evaluate data and to develop logical conclusions.
- Ability to plan, organize and supervise the work of others.
- Ability to use a computer and related software.
- Ability to work effectively with others.
- Ability to communicate effectively in both oral and written form.
- Ability to recognize, analyze, and solve a variety of problems.
- Strong attention to detail, commitment to producing accurate work in a timely manner

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The Hillsborough County Aviation Authority is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

HCAA is an EEOE and Drug-Free Workplace Program.

POSITION OVERVIEW

Performs informational and referral duties to assist the public in locating and/or accessing various services provided by the County and other community agencies.

Performs informational and referral duties to assist guests while anticipating and responding to their needs to enhance the overall guest experience at Tampa International Airport.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Provides information and assistance to Airport guests concerning the use of the facility, available services, local attractions and flight information.
 - Provide direction and assistance to incoming international passengers in the Federal Inspection Station, and formulates detailed reports to Aviation Authority staff on significant observations. Follow up on reported issues to ensure that the problem has been corrected.
 - Conducts educational walking tours of the Airport terminal for the schools, groups, and community organizations.
 - Conducts educational bus tours of the airfield for the schools groups, and community organizations.
 - Provides VIP tours as necessary.
 - Monitors escalators, elevators, shuttle cars, and the monorail system concerning accidents and outages.
 - Acts as an official representative of the Aviation Authority at school fairs, festivals, and community functions. Maintains a booth or display, providing literature and promotional items.
 - Acts as a public speaker and official representative of the Aviation Authority when requested by schools, civic or business organizations.
 - Assists with, lost articles, reporting suspicious items, and facilitating professional assistance for guests requiring police or medical aid.
 - Assists with routine office duties and updating reference materials.
 - Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from a high school or possession of a GED Certificate; and two years of customer service experience in a public contact capacity.

AND

Ability to obtain CDL Class C driver's license within six-month probationary period; must be able to work nonstandard hours.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of Airport and community resources and of available information and service sources.
- Working knowledge of office practices and procedures.
- Skill in making presentations to groups.
- Ability to deal courteously and effectively with the public.
- Ability to communicate effectively both orally and in writing.
- Ability to organize and maintain files and records.
- Ability to operate general office equipment.
- Ability to work effectively with others.

Department:

Guest Services

Pos. No:

00000

Pay Grade:

NE3 (\$17.36– \$32.55) – Non Exempt

Last update:

8/2018 Compensation

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Department:

Guest Services

Pos. No:

00000

Pay Grade:

NE3 (\$17.36– \$32.55) – Non Exempt

Last update:

8/2018 Compensation

POSITION OVERVIEW**POSITION ACCOUNTIBILITIES**

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Analyzes and maintains existing software & hardware, proposed modifications, and new software packages for impact on current operating systems regarding information security.
- Assists project leaders in implementing security controls for new and/or upgraded software applications.
- Measures system performance for optimization on newly adopted software, hardware, and configuration changes.
- Audits security logs and other data sources to ensure policy and standards compliance.
- Coordinates with vendors and users on identification of software, network, security, hardware problems and system modifications or enhancements.
- Prepares user instructional documentation and trains personnel on new technology and software upgrades regarding information security.
- Identifies and reports security related anomalies.
- Participates in qualitative risk analysis and performs gap analysis.
- Develops, implements, and maintains security policies and standards; insures all policies and standards are updated as needed to stay within compliance of any audit findings or changing technology requirements.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's Degree or higher from an accredited four year degree granting college or university with a major in information systems, computer science or other directly related field; and at least four years of security knowledge and technical experience in a diverse range of IT systems – specifically with PCI compliance, logging solutions, vulnerability management solutions, Microsoft enterprise technologies, Cisco enterprise technologies, and Redhat Linux technologies, PCI compliance, logging solutions, vulnerability management solutions; and at least one technical certification obtained in the last three years from the following organizations: Cisco, Microsoft, or CompTIA. A Certified Information Systems Security Professional (CISSP) certification is preferred.

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Department:	Information Technology
Pos. No:	00000
Pay Grade:	E4 (\$76,400 – \$158,800) – Exempt
Last update:	3/23/2018 Compensation

disability, age, sexual orientation, membership or non-membership in an employee organization, or on the basis of personal favoritism or other non-merit factors.

The Aviation Authority-Tampa International Airport welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities, and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Department: Information Technology
Pos. No: 00000
Pay Grade: E4 (\$76,400 – \$158,800) – **Exempt**
Last update: 3/23/2018 Compensation

POSITION OVERVIEW

Reporting to the Guest Services Manager, this position performs day-to-day operational administration and coordination duties for a small functional unit which provides routine programs and services in any of a large variety of departments and agencies, with responsibility for planning, coordinating, supervising and controlling assigned resources to achieve unit/section objectives. Position is an entry level manager and managers in this class typically manage clerical, maintenance and technical employees.

POSITION ACCOUNTIBILITIES

Note: *The following position responsibilities are illustrative and not exhaustive. The position description is not intended to be, nor should it be construed as an all-inclusive list of the duties associated with the position. Management may require incumbents to perform job duties other than those contained in this document at any time. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.*

- Coordinates the day-to-day operations of the airport's lost and found program, to include cataloguing items and making every attempt to find the owners.
- Responds to airport patrons' inquiries regarding lost and abandoned property and preparing items for return/shipping back to the rightful owner.
- Supervises and provides guidance and training to assigned staff; assigns, monitors and reviews work; evaluates performance, and initiates corrective action
- Develops and implements goals, policies, procedures and guidelines to ensure operational efficiency and effectiveness of the lost and found processes
- Assesses staffing needs and identifies shortfalls; assists with interviews, recruiting and hiring of new staff.
- Participates in budget development by providing justification and persuasive arguments for proposals, supplies and equipment needed for lost and found.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and two years of experience managing property control/intake and return or an Associate's degree and four years of experience managing property control/intake and return or a high school diploma or possession of a GED certificate and five years of the experience managing property control/intake and return.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Knowledge of policies, procedures, and rules of the assigned to Public Safety and the Lost and Found area.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar
- Skill in the use of computers, computer related software or programs, charting and graphing of data
- Skill in communication and effective writing
- Excellent oral and written communications skills
- Ability to establish and maintain effective working relationships with others within and outside of the Authority
- Ability to use considerable initiative, think independently, and exercise sound judgment

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Department: Guest Services
Pos. No: 2 Positions
Pay Grade: NE5 (20.96 - \$39.23) Non-Exempt
Last update: 8/2018 Compensation

POSITION OVERVIEW

Reporting to the Director of Maintenance, this position is one of three senior manager positions responsible for ensuring that all airport facilities, systems and equipment are maintained in accordance with industry standards and to meet or exceed customer expectations for safety, aesthetics, convenience, reliability and value. The facilities involved include all terminal buildings and other Authority-owned buildings, roadways and grounds, airfield pavements and grounds, and parking structures. The senior manager of maintenance, Buildings and Grounds (this position) is primarily responsible for the management of the activities and personnel of the Airfield, Buildings, Fleet, Landscaping and Projects sections of the department. The systems and components maintained by these sections consist of airfield pavements and grounds, interior and exterior landscaping, plumbing and restroom systems, building interior and exterior finishes, all airport vehicles and equipment, and small project construction. The senior manager position also ensures that the Maintenance staff participates on capital project development teams to provide input on issues relative to life cycle costs, maintainability, reliability, and customer service. This requires on-going involvement with Authority staff, design professionals, and constructors to help ensure projects meet customer expectations. In addition, the position develops and implements personnel development programs and staffing plans, formulates goals and objectives, oversees and directs the development of project management plans, participates in procurement of specialty maintenance services including preparation of board agenda items, and formulates and monitors all aspects of the Maintenance department budget.

POSITION ACCOUNTIBILITIES

Note: The following position responsibilities are illustrative and not exhaustive. The position description is not intended to be, nor should it be construed as an all-inclusive list of the duties associated with the position. Management may require incumbents to perform job duties other than those contained in this document at any time. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Responsible for developing and monitoring the department budgets for operations and maintenance, equipment, and capital projects.
- Responsible for implementing and monitoring goals and objectives.
- Responsible for properly procuring specialty maintenance services and systems, including specification development.
- Responsible for developing and implementing programs and processes to provide adequate inspection and monitoring of facility conditions to protect the Authority's interests.
- Responsible for developing, implementing and monitoring project management plans including specification development when required. May also perform Project Director Duties for capital improvement projects as required.
- Responsible for personnel development.
- Responsible for the management of in-house trades sections which includes but is not limited to; Responsibility for the preventive and corrective maintenance activities of trades personnel; responsibility for managing utility expenses and developing energy management programs; responsibility for instituting appropriate inspection, monitoring and other controls to ensure compliance of maintenance programs and maintenance projects

MINIMUM QUALIFICATIONS

A Bachelor's degree is desired, along with 5 years of progressive experience managing a maintenance operation of comparable complexity and budget responsibility. Significant high-level management experience at an airport, large commercial or institutional facility is preferred. Knowledge and experience in all aspects of maintenance including budget management is essential. Experience with a large maintenance operation that includes utilization of in-house and outsourced resources is necessary.

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of Web, Internet or Intranet sites, database design and programming languages.
- Considerable knowledge of graphic, illustration, animation and 3D software program tools.
- Considerable knowledge of computer equipment and operations and the interrelationship of equipment with programming approaches.
- Working knowledge of general office policies, practices and procedures.
- Ability to design and develop complex Web, Internet or Intranet pages.
- Ability to collect, organize and analyze data and to develop logical conclusions.
- Ability to multi-task and prioritize tasks effectively.
- Ability to communicate effectively, both orally and in writing.
- Ability to work effectively with others.

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Department: Maintenance
Pos. No: 15638
Pay Grade: E5 (\$89,000 – \$185,000) – Exempt
Last update: 8/2018 Compensation

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Leads research and evaluation of emerging trends in the information technology field to determine their worth to the organization.
- Designs and oversees staff education on the use of new technology.
- Recommends ways to apply new products and solutions that will maximize their value to the organization.
- Familiar with a variety of the field's concepts, practices, and procedures.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks.
- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity
- Oversees the formulation of project objectives and system development requirements.
- Supervises a staff of technical personnel engaged in the performance of highly complex systems and/or programming activities.
- Participates directly in project development, as required.
- Provides technical guidance and assistance to the project staff to ensure the success of projects.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes methods of obtaining and presenting information together with reviewing and evaluating alternative sources of information.
- Prepares specifications for information systems.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; or five years' experience managing Information Systems projects including two years in a supervisory capacity.

Substitution: An Associate degree from an accredited college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; and six years' experience managing Information Systems projects including two years in a supervisory capacity.

Substitution: Graduation from high school or possession of a GED certificate; and ten years' experience managing Information Systems projects including three years in a supervisory capacity.

Department:	Information Technology
Pos. No:	13899
Pay Grade:	E5 (\$89,000 – \$185,000) – Exempt
Last update:	3/23/2018Compensation

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of the capabilities, limitations, and functional applications of information technology methods and equipment.
- Considerable knowledge of information technology systems design and programming.
- Considerable knowledge of systems analysis, development, planning, and documentation methods and standards.
- Considerable knowledge of cross-functional project management methods and techniques.
- Ability to synthesize project information and establish the appropriate scope of a project.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Ability to use a computer and related software.

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Senior Manager, Employee Relations & Talent Acquisition

Department: Human Resources

Pay Grade: G7

FLSA Status: Exempt

Job Code: HR003

Last Updated: 12/29/2023

POSITION SUMMARY

Reporting to the Director of Human Resources, the Senior Manager of Labor Relations & Talent Acquisition holds a senior leadership role with responsibilities that span managing, recommending, and implementing enhancements to employee relations and talent acquisition programs for the entire organization. This includes the administration and interpretation of HR policies, overseeing disciplinary processes (including PIP management, investigations, and discipline hearings), conducting recruitment classification studies, and managing pay plan administration.

POSITION ROLES & RESPONSIBILITIES

Leadership and Program Management:

- Lead and manage comprehensive human resources programs, covering recruitment, labor relations, personnel records, and employee recognition initiatives.
- Supervise a dedicated team responsible for talent acquisition, overseeing both onboarding and offboarding processes.
- Develop an annual recruitment strategy aligned with Succession Planning, providing regular progress reports.
- Manage the HR department's budget within the Authority's fiscal plan, including position control and reporting.
- Provide guidance on the implications of laws, regulations, Authority policies, and collective bargaining agreements.
- Assist management in developing and revising HR policies, procedures, and programs supporting HR objectives.

Employee and Labor Relations:

- Conduct or oversee timely investigations related to employee and labor relations, document findings, and provide actionable recommendations.
- Advise managers and staff on policy interpretation, recruitment strategies, compensation, conflict resolution, and union grievances.
- Seek legal counsel for complex cases and draft responses for legal review, particularly for EEOC claims.
- Assist in collective bargaining agreement negotiations.
- Manage contracts and agreements for temporary labor, negotiate terms, track expenditures, and serve as the primary contact.
- Act as a confidential liaison for Unemployment Compensation, maintaining effective working relationships internally and externally.

Recruitment and Hiring Process:

- Ensure hiring practices align with Authority standards, state and federal regulations, and employment laws.
- Oversee the entire hiring process, including background checks and I-9 verification.
- Review, create, and update job descriptions to establish clarity and alignment with hiring, evaluation, and promotion criteria.

Compliance and Reporting:

- Compile accurate reports for internal and external compliance requests.
- Complete the Authority's EEO-4 report and Affirmative Action Plan (AAP).

- Liaise for Unemployment Compensation, handling forms, appeal letters, and participating in hearings.
- Approve purchase orders and requisitions for invoice processing and payment.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Human Resource Management, Business Administration, Public Administration, Social Sciences, Behavioral Sciences, or related field.
- Five (5) years of work experience in human resource management functions, emphasizing Employee Relations and Recruitment.
- Three (3) years of experience in a managerial capacity
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS AND ABILITIES

- In-depth understanding of federal, state, and local employment laws, regulations, and compliance requirements.
- Comprehensive knowledge of HR policies, procedures, and best practices, with a focus on employee relations and talent acquisition.
- Understanding of labor relations principles, collective bargaining agreements, and experience in negotiation processes.
- Knowledge of effective recruitment strategies, succession planning, and talent acquisition methodologies.
- Familiarity with budgetary principles and experience in managing HR budgets effectively.
- Strong skills in resolving employee conflicts and labor-related disputes.
- Exceptional written and verbal communication skills for effectively advising and collaborating with diverse stakeholders.
- Demonstrated leadership skills in managing HR teams, overseeing talent acquisition, and providing strategic guidance.
- Proficient negotiation skills for collective bargaining agreements and contract management.
- Ability to compile and analyze data for reporting and decision-making purposes.
- Ability to think strategically and contribute to the development of HR policies and programs aligned with organizational goals.
- Strong problem-solving abilities, especially in addressing complex employee relations issues and legal matters.
- Flexibility to adapt to changing HR landscapes, legal requirements, and organizational needs.
- Skill in establishing and maintaining effective working relationships with internal and external stakeholders.
- Ability to handle sensitive information with the utmost confidentiality.

TPA MISSION STATEMENT

To be a major driver in the economic growth of the Tampa Bay Region. We will be leading-edge innovators to create global access and extraordinary customer experiences through our people and facilities to build prosperity for our stakeholders and the region.

TPA VISION STATEMENT

To be a vibrant aviation gateway for Tampa Bay, providing access and economic opportunity for our stakeholders.

The Hillsborough County Aviation Authority provides equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership, or non-membership in an employee organization, or based on personal favoritism or other non-merit factors.

The Hillsborough County Aviation Authority is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

HCAA is an EEOE and Drug-Free Workplace Program.

POSITION OVERVIEW

This position manages an information technology operation that includes implementing work plans based on annual goals and the strategic plan; resolves operational, and management issues; and achieves goals while ensuring resources are utilized appropriately. This position will be engaged in professional information technology work leading an IT team or multiple teams, including Lead IT roles. Employee is responsible for planning, organizing, allocating resources, ensuring compliance with procedures, and achieving the outcomes of the team. Duties performed involve weighing and evaluating complex factors requiring a high degree of judgment, analytical ability, and problem solving. Work requires creative and original thinking and is performed under the direction of Senior ITS management. A highly customer service driven approach is required. This role typically reports to the Director of ITS.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Reviews, develops, or modifies work plans, methods, and procedures. Determines work priorities and develops work schedules to provide adequate staff coverage. Assigns and distributes work and reviews work for accuracy and completeness and returning assignments with recommendations for proper completion.
- Responds to customer service escalations and complaints and assists subordinate staff with difficult or unusual assignments. Resolves problems and mediates conflicts encountered during daily operations. Promotes teamwork and encourages regular communication. Informs staff of relevant business issues and their impact on the organization.
- Provides recommendations to higher level management on the development of goals, objectives, and priorities for the operation. Recommends and establishes objectives for the work group and special projects to achieve these overall goals, objectives, and priorities.
- Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.
- Represents the work group in meetings with vendors and clients to implement technology solutions and to resolve escalated issues. Cultivates, fosters, and maintains positive working relationships user and peer groups to gain their cooperation and support technology projects.
- Implements and maintains standards and procedures for the work group. Monitors and evaluates daily operations to ensure standards and procedures are being followed. Recommends and implements process improvements for the work group.
- Provides input into the development of performance metrics for work group; implements, monitors, and analyzes performance metrics, sharing results with higher level management.
- Conducts hiring interviews and selects candidate(s) for job opening(s).
- Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.
- Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: 5 or more years of information technology experience with proven leadership experience

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: ITIL, CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional preferred.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPETENCIES

- Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.
- Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.
- Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.
- Influencing - Collaborates with, persuades and influences others.
- Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.
- Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.
- Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.
- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for staff and self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.

Department:	Information Technology
Pos. No:	00000
Pay Grade:	E5 (\$89,000 - \$185,000) – Exempt
Last update:	2/6/2018 Compensation

- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force on an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

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TPA VISION STATEMENT

To be a vibrant aviation gateway for Tampa Bay, providing access and economic opportunity for our stakeholders.

The Aviation Authority-Tampa International Airport provides equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership or non-membership in an employee organization, or on the basis of personal favoritism or other non-merit factors.

The Aviation Authority-Tampa International Airport welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities, and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Department: Information Technology
Pos. No: 00000
Pay Grade: E5 (\$89,000 - \$185,000) – Exempt
Last update: 2/6/2018 Compensation



Senior Manager, IT Infrastructure

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	12/6/2022 5:45:35 AM
Job Description Name:	Senior Manager, IT Infrastructure
Position Title:	Senior Manager, IT Infrastructure
Effective Date	10/31/2022
Pay Grade:	G7
HCAA Location:	Tampa International Airport
Workplace Type:	
Reports To Position:	
Job Category:	Senior Manager
Has Direct Reports?	
CBA:	
FLSA Status:	Exempt
Job Code:	IT008
Department:	Information Technology

POSITION SUMMARY

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POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">Leads research and evaluation of emerging trends in the information technology field to determine their worth to the organization.	0%
<ul style="list-style-type: none">Designs and oversees staff education on the use of new technology.	0%
<ul style="list-style-type: none">Recommends ways to apply new products and solutions that will maximize their value to the organization.	0%
<ul style="list-style-type: none">Familiar with a variety of the field's concepts, practices, and procedures.	0%
<ul style="list-style-type: none">Relies on extensive experience and judgment to plan and accomplish goals.	0%
<ul style="list-style-type: none">Performs a variety of tasks.	0%
<ul style="list-style-type: none">Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity	0%
<ul style="list-style-type: none">Oversees the formulation of project objectives and system development requirements.	0%
<ul style="list-style-type: none">Supervises a staff of technical personnel engaged in the performance of highly complex systems and/or programming activities.	0%
<ul style="list-style-type: none">Participates directly in project development, as required.	0%
<ul style="list-style-type: none">Provides technical guidance and assistance to the project staff to ensure the success of projects.	0%
<ul style="list-style-type: none">Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.	0%
<ul style="list-style-type: none">Analyzes methods of obtaining and presenting information together with reviewing and evaluating alternative sources of information.	0%

• Prepares specifications for information systems.	0%
• Analyzes the impact of information as it relates to structure, management techniques and user relationships.	0%
• Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved.	0%
• Performs other related duties as required.	0%

Required for All HCAA Positions

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee’s department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
Associate's Degree	Graduation from an accredited four year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering;	Required
	From an accredited college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering	Required
	Graduation from high school or possession of a GED certificate	Required

Work Experience

Experience	Experience Details	Required/ Preferred
	experience managing Information Systems projects including two years in a supervisory capacity.	Required
	Experience managing Information Systems projects including two years in a supervisory capacity.	Required
	Experience managing Information Systems projects including three years in a supervisory capacity.	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
Considerable knowledge of the capabilities, limitations, and functional applications of information technology methods and equipment.	
Considerable knowledge of information technology systems design and programming.	
Considerable knowledge of systems analysis, development, planning, and documentation methods and standards.	
Considerable knowledge of cross-functional project management methods and techniques.	
Ability to synthesize project information and establish the appropriate scope of a project.	
Ability to collect, organize and evaluate data and make logical decisions.	
Ability to communicate effectively both orally and in writing.	
Ability to work effectively with others.	
Ability to use a computer and related software.	



Senior Manager, Security Compliance

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	1/1/1900 12:00:00 AM
Job Description Name:	Senior Manager, Security Compliance
Position Title:	Senior Manager, Security Compliance
Effective Date	10/2/2023
Pay Grade:	G7
HCAA Location:	Tampa International Airport
Workplace Type:	
Reports To Position:	
Job Category:	Senior Manager
Has Direct Reports?	
CBA:	
FLSA Status:	Exempt
Job Code:	OPS004
Department:	Operations

POSITION SUMMARY

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POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME

Required for All HCAA Positions

<ul style="list-style-type: none"> In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee’s department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster. Complies with all HCAA Policies, Procedures, and Standards. Performs other duties as assigned.

QUALIFICATIONS

HCAA Core Value Competencies

Demonstrates values-based competencies in line with the five core values that are the foundation of all activities performed by employees in order to achieve the Mission of HCAA:

TEAMWORK	We treat everyone with respect and dignity We trust and empower our people
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	We celebrate our wins and continue to improve
VISION	We think and act boldly We lead by example We transform our industry
EXCELLENCE	We prioritize safety and security We act with integrity and are accountable for our actions We hold ourselves to the highest standards
COMMUNITY	We foster a diverse and inclusive environment We steward the resources entrusted to us We serve the greater good
HOSPITALITY	We are friendly and proactive We pitch in when we see a problem We deliver the best guest experience

PHYSICAL AND ENVIRONMENTAL WORKING CONDITIONS

Physical Demand Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						
Other: (choose an option other than N/A to enter specific text below)						

Environmental Condition Requirements

While performing the duties of this job, the employee is required to work/be exposed to the selected working environments.

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Adverse Weather Conditions					
Atmospheric Conditions					
Computer Monitor					
Dust/Fumes/Gases					
Extreme Temperatures (Hot/Cold)					
High-Pitched/Loud Noises					
High-Stress Level					
Humidity					
Moving Mechanical Parts					
Needles Or Other Sharp Objects					
Potential Electrical Shock					
Toxic Chemicals					
Toxic Fumes					
Unprotected Heights					
Vibration					
Working at High Altitudes Or Heights					
X-Ray/Electro-Magnetic Energy					
Other: (choose an option other than N/A to enter specific text below)					

Travel Requirements

Ability to Travel	None	<25%	26%-50%	51%-75%	76%-100%
Local					
Domestic					
International					

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	3/1/2024 3:26:02 PM
Job Description Name:	Systems Baggage Operations Supervisor
Position Title:	Systems Baggage Operations Supervisor
Effective Date	3/1/2024
Pay Grade:	G4
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Systems Maintenance Manager
Job Category:	Maintenance Supervisor
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Non-Exempt
Job Code:	MNT079
Department:	Maintenance

POSITION SUMMARY

The Systems Baggage Operations Supervisor is responsible for overseeing the operation and maintenance of specialized automated equipment such as conveyors, manufacturing equipment, and other electro-mechanical systems. The ideal candidate for this position should have extensive experience in maintaining and repairing such equipment. In addition, the candidate should possess strong administrative skills, including the ability to estimate materials and determine equipment needs for performing tasks, plan and schedule tasks, coordinate employee training, supervise personnel, provide coaching and support to employees, conduct performance evaluations, manage time clocks, and coordinate construction projects.

The Systems Baggage Operations Supervisor must be proficient in using computer software for various tasks and have excellent verbal and written communication skills. The candidate should also possess a strong ability to make decisions and prioritize work for varying work locations. This position requires a self-starter capable of working independently in a team environment and committed to achieving goals and meeting deadlines. The Systems Maintenance Supervisor must be flexible and adaptable, able to adjust to changing priorities and work effectively under pressure.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Supervise the daily operations of the Baggage Handling Systems, assign staffing locations, and respond to equipment failures and BHS issues. 	0%
<ul style="list-style-type: none"> Oversees the activities of skilled trades and maintenance personnel engaged in constructing, repairing, and maintaining buildings, grounds, or roadways and related systems and equipment. 	0%
<ul style="list-style-type: none"> Assist with contingency operations to eliminate or reduce impacts on our customers. 	0%
<ul style="list-style-type: none"> Develops, analyzes, and updates maintenance policies and procedures to ensure an efficient, effective, and safe work environment. 	0%

<ul style="list-style-type: none"> Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions, and safety standards and to ensure operational efficiency and a safe working environment. 	0%
<ul style="list-style-type: none"> Plans job layouts, estimates materials, determine equipment and tools, and makes drawings or sketches necessary for maintenance personnel to perform work assignments properly. 	0%
<ul style="list-style-type: none"> Determines, schedules, and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets. 	0%
<ul style="list-style-type: none"> Requisitions equipment, tools, and materials promptly to meet maintenance and construction schedules. 	0%
<ul style="list-style-type: none"> Assists in developing contract specifications and overseeing the performance of contracts in assigned areas to ensure construction and maintenance requirements are satisfied and services are completed according to specifications. 	0%
<ul style="list-style-type: none"> Answers questions and provides information related to work assignments, including resolving problems, handling complaints, and providing technical expertise in the area of assignment. 	0%
<ul style="list-style-type: none"> Prepares and maintains manual and computerized reports, records, logs related to the work performed, and materials, equipment, and supplies used to provide an audit trail of activities. 	0%

Required for All HCAA Positions

<ul style="list-style-type: none"> In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee’s department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster. Complies with all HCAA Policies, Procedures, and Standards. Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
Associate's Degree	in Technical Skills Degree, Industrial Management or another related field.	Preferred
High School Diploma/GED		Required

Work Experience

Experience	Experience Details	Required/ Preferred
Two (2) years	Experience in facility maintenance, maintenance of airport equipment	Required
Two (2) years	Experience as a supervisor, or team leader	Required
	Experience may substitute on a year-for-year basis for the required education.	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
Considerable knowledge of the rules, regulations, and operational requirements of the organization.	
Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment. Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds and roadways, and related systems and equipment.	
Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment. Working knowledge of record-keeping requirements. Working knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.	
Working knowledge of the organization's procurement system. Skill in overseeing and performing routine repairs, maintenance, or construction of buildings, grounds, or roadways, and related systems and equipment. Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment. Ability to communicate effectively both orally and in writing. Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.	
Ability to collect, organize and evaluate data and develop logical conclusions. Ability to work outside in a sub-tropical climate.	
Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.	
Ability to work effectively with others.	
Ability to use a computer and related software.	
Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.	
Ability to plan, organize and oversee the work of others.	



Systems Maintenance Manager

J o b D e s c r i p t i o n

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	2/27/2024 10:40:45 AM
Job Description Name:	Systems Maintenance Manager
Position Title:	Systems Maintenance Manager
Effective Date	11/1/2022
Pay Grade:	G5
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Senior Manager, Automated Systems
Job Category:	Manager
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	MNT014
Department:	Maintenance

POSITION SUMMARY

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical, electrical and electronic equipment.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">Supervises the activities of employees and monitors contractors engaged in repair, installation, inspection, maintenance, and repair of passenger boarding bridges, ground power units, baggage handling equipment and related mechanical and specialized equipment. Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.	0%
<ul style="list-style-type: none">Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.	0%
<ul style="list-style-type: none">Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.	0%
<ul style="list-style-type: none">Prepares technical specifications for equipment acquisition.	0%
<ul style="list-style-type: none">Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.	0%
<ul style="list-style-type: none">Assists in the development and management of annual budgets	0%
<ul style="list-style-type: none">Performs employee performance evaluations	0%
<ul style="list-style-type: none">Performs other related duties as required.	0%

Required for All HCAA Positions

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred
	Graduation from high school or possession of a GED Certificate	Required

Work Experience

Experience	Experience Details	Required/ Preferred
	Of experience as the supervisor of in the area of facility maintenance and repair.	Required

Knowledge, Skills, and Abilities

KSAs	Proficiency
<p>Considerable knowledge of the principles, practices, methods, tools, materials, and equipment used in the maintenance and repair of electro-mechanical systems such as airport passenger boarding bridges, ground power units, baggage conveyor systems or other industrial systems employing similar technology.</p>	
<p>Considerable knowledge of codes, rules, regulations, and requirements pertaining to the area(s) of responsibility.</p> <p>Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.</p>	
<p>Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.</p> <p>Ability to establish and maintain an effective working relationship with subordinates, peers, and others.</p> <p>Skill in the application of supervisory techniques.</p>	
<p>Working knowledge of accepted methods, practices, and procedures used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.</p> <p>Working knowledge of equipment, tools, and materials used in the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.</p> <p>Working knowledge of safety practices and principles related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.</p> <p>Working knowledge of record-keeping requirements.</p> <p>Some knowledge of laws, ordinances, rules, regulations, and standard operating procedures related to the construction, repair, and maintenance of buildings, grounds, or roadways and related systems and equipment.</p> <p>Skill in supervising and performing routine repairs, maintenance, or construction of buildings, grounds, roadways, and related systems and equipment.</p> <p>Skill in the use of tools and equipment used in the construction and maintenance of buildings, grounds, or roadways and related systems and equipment.</p> <p>Ability to communicate effectively both orally and in writing.</p>	
<p>Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.</p> <p>Ability to work outside in a sub-tropical climate.</p>	
<p>Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.</p>	
<p>Ability to work effectively with others.</p>	
<p>Ability to use a computer and related software.</p>	
<p>Ability to read and interpret construction plans, specifications, blueprints, diagrams, and drawings.</p>	
<p>Ability to plan, organize and supervise the work of others.</p>	



Systems Operations Manager

J O B D E S C R I P T I O N

POSITION INFORMATION

Approved Date:	1/1/1900 12:00:00 AM
Date Last Edited:	2/27/2024 10:41:29 AM
Job Description Name:	Systems Operations Manager
Position Title:	Systems Operations Manager
Effective Date	6/7/2023
Pay Grade:	G5
HCAA Location:	Tampa International Airport
Workplace Type:	100% On-Site
Reports To Position:	Senior Manager, Automated Systems
Job Category:	Manager
Has Direct Reports?	Yes
CBA:	N/A
FLSA Status:	Exempt
Job Code:	MNT015
Department:	Maintenance

POSITION SUMMARY

The Systems Operations Superintendent for the Baggage Handling System (BHS) at Tampa International Airport, is responsible for ensuring the efficient and effective operation of the BHS. This role involves supervising a team of technicians and coordinating with various stakeholders to ensure the smooth flow of baggage throughout the airport. The Systems Operations Superintendent will be responsible for maintaining the functionality, reliability, and safety of the BHS while implementing best practices and optimizing operational processes. This role will involve monitoring the system's performance, troubleshooting issues, implementing improvements, and ensuring compliance with safety and security regulations.

POSITION FUNCTIONS

Essential Position Functions

Essential Function	% TIME
<ul style="list-style-type: none">System Operations Management:<ul style="list-style-type: none">Oversee the day-to-day operations of the Baggage Handling System, ensuring its smooth and uninterrupted functioning.Monitor the system's performance, including conveyor belts, sorting machines, scanners, and associated equipment, to identify and resolve issues promptly.Coordinate with the airport's stakeholders, airlines, and ground handlers to ensure the timely and accurate delivery of baggage.Optimize system efficiency and minimize downtime by implementing preventive maintenance schedules and conducting regular inspections.Stay updated with the latest industry trends, technological advancements, and regulatory requirements related to baggage handling systems	25%
<ul style="list-style-type: none">Team Leadership and Coordination:<ul style="list-style-type: none">Lead a team of technicians responsible for maintaining and repairing the BHS equipment.Provide guidance, training, and performance feedback to technicians, fostering a collaborative and high-performing work environment.	25%

<ul style="list-style-type: none"> Plan and schedule staff assignments, ensuring adequate coverage for routine maintenance, repairs, and emergency situations. Collaborate with other departments, such as Engineering, IT, and Airport Operations, to coordinate maintenance activities and implement system upgrades or modifications. 	
<ul style="list-style-type: none"> Troubleshooting and Issue Resolution: <ul style="list-style-type: none"> Respond promptly to system alarms, malfunctions, and breakdowns, diagnosing and resolving technical issues efficiently. Coordinate with vendors and external service providers for specialized support, repairs, or spare parts procurement as necessary. Maintain detailed records of incidents, repairs, and maintenance activities, ensuring accurate documentation for reference and analysis. 	25%
<ul style="list-style-type: none"> Safety and Compliance: <ul style="list-style-type: none"> Ensure compliance with all safety regulations, standards, and airport security protocols, identifying and addressing potential risks and hazards. Develop and implement standard operating procedures (SOPs) for system operations, maintenance, and emergency response. Conduct regular safety training sessions for the BHS operations team, emphasizing safe work practices and proper use of personal protective equipment (PPE). 	25%

Required for All HCAA Positions

<ul style="list-style-type: none"> In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster. Complies with all HCAA Policies, Procedures, and Standards. Performs other duties as assigned.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred
High School Diploma/GED		Required
Bachelor's Degree	Bachelor's degree in Engineering, Aviation Management, or a related field	Preferred

Work Experience

Experience	Experience Details	Required/Preferred
	Proven experience in the operation and maintenance of baggage handling systems, preferably in an airport or transportation environment.	Required
	of experience as a supervisory or manager of large teams.	Required

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required
	Facilities Management Professional (FMP) Certification.		Preferred

Knowledge, Skills, and Abilities

KSAs	Proficiency
Strong technical knowledge of baggage handling equipment, including conveyor systems, scanners, baggage carousels, and sorting machines.	
Excellent troubleshooting and problem-solving skills, with the ability to diagnose and resolve complex technical issues quickly.	
Strong leadership abilities with experience managing a team of technicians.	
Proficiency in computer systems, including experience with computerized maintenance management systems (CMMS) and other relevant software applications.	
Proficient in reading and interpreting technical drawings, schematics, and manuals.	
Familiarity with safety regulations and standards related to baggage handling systems.	
Excellent communication and interpersonal skills, with the ability to collaborate effectively with various stakeholders, including vendors, airport authorities, and airline representatives.	
Ability to work under pressure in a fast-paced environment and adapt to changing priorities.	
Flexibility to work irregular hours, including nights, weekends, and holidays, as required.	



Vice President of Operations

Department: Operations

Pay Grade: G9

FLSA Status: Exempt

Job Code: OPS001

Last Updated: 2/20/2024

POSITION SUMMARY

The Vice President of Operations is a key leadership role responsible for overseeing the day-to-day activities and operations at Tampa International Airport, with a primary focus on ensuring safety, security, and customer service excellence for all airport users and guests. This position is pivotal to maintaining and ever enhancing the customer service experience, achieving all regulatory requirements, and leading the airport through planned and unplanned events and emergencies.

POSITION ROLES & RESPONSIBILITIES

Strategic Planning and Assessment:

- Assess airport operations and identify areas for continuous improvement.
- Develop, recommend, and implement approved enhancements to facilities to elevate customer service and passenger and airline accommodations.

Policy Enforcement and Regulatory Compliance:

- Enforce Operational Policies, Procedures, Rules, Regulations, and Operating Directives.
- Recommend and lead changes and additions to procedures to enhance safety, security, and efficiency.
- Create, coordinate, and enforce operational procedures to ensure compliance with FAA and TSA regulations.
- Prepare and maintain the status of the Airport's Certification Manual and Emergency Response Plan.
- Ensure industry-leading compliance at all times.

Stakeholder Collaboration:

- Serve as a liaison to Airline Station Managers and other tenants, understanding their needs and coordinating joint activities for successful outcomes.
- Ensures communication with all partners during normal and abnormal events/incidents at TPA.

Emergency Coordination:

- Lead, engage, and support contracted aircraft rescue and firefighting services with the City of Tampa Fire Department.
- Develop and revise emergency plans in collaboration with external agencies and changes/enhancements to regulation and best practices.
- Act quickly and decisively in emergencies and unusual situations.
- Lead efforts to ensure the constant readiness of all key stakeholders to emergency events/incidents at the Airport.
- Make judicial decisions in disputes to ensure the smooth functioning of the airport.

Airfield Management:

- Oversee airport airfield activity.
- Manage per-use facilities, including programming, procedures, and documentation.

Staff Supervision:

- Supervise off-hour management staff for comprehensive 24-hour management resources.
- Monitor airport operations and direct staff for safe and efficient service.

Delegated Authority:

- Act on behalf of the Executive Vice President of Operations & Customer Service in their absence.

REQUIRED FOR ALL HCAA JOBS

- In the event of an emergency or disaster that impacts the Hillsborough County Aviation Authority (HCAA), an employee may be required to respond promptly to duties and responsibilities as assigned by the employee's department or the HCAA Emergency Operations Center (EOC). Such assignments may be before, during, or after the emergency/disaster.
- Complies with all HCAA Policies, Procedures, and Standards.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Public or Business administration, Airport Management, or a related field.
- Five (5) years in a senior leadership role leading airport operations at a large or medium hub airport with thorough knowledge of federal and state regulations governing the use and operation of airports and highly effective stakeholder engagement, communication skills, and leadership acumen.
- Masters Degree preferred.
- Experience may substitute on a year-for-year basis for the required education.

KNOWLEDGE, SKILLS AND ABILITIES

- In-depth understanding of Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) regulations governing airport operations.
- Knowledge of emergency response procedures and ability to develop and implement emergency plans.
- Comprehensive knowledge of airport management principles, including airfield activity, per-use facilities, and programming.
- Understanding of effective stakeholder management, with the ability to serve as a liaison to Airline Station Managers and other tenants.
- Strong knowledge of airport safety and security measures to ensure the well-being of airport users.
- Ability to assess airport operations and strategically plan improvements to enhance customer service and operational efficiency.
- Skill in developing, enforcing, and recommending changes to operational policies and procedures.
- Quick decision-making skills and the ability to act decisively in emergencies to ensure the smooth functioning of the airport.
- Effective collaboration skills to coordinate joint activities with stakeholders and external agencies.
- Strong leadership skills to supervise off-hour management staff and ensure comprehensive 24-hour management resources.
- Ability to adapt to changing circumstances and make informed decisions in dynamic airport environments.
- Skill in resolving conflicts and making judicial decisions in disputes that may arise during airport operations.
- Excellent communication skills to convey operational procedures, directives, and emergency plans clearly to staff, stakeholders, and the public.
- Ability to delegate responsibilities effectively and act on behalf of the Executive Vice President of Operations & Customer Service when required.
- Strong problem-solving abilities to address challenges and recommend improvements in airport operations.

JOB SPECIFIC COMPETENCIES and EXPECTATIONS

- Must be able to cultivate a culture where employee development is paramount; where ideas, innovation and creativity is encouraged and recognized
- Must be results driven
- Ability to effectively balance and prioritize competing priorities
- Holds themselves and others accountable to meet commitments by establishing clear responsibilities and processes for monitoring work and measuring results
- Strong business and financial acumen required
- Strong oral and written communication skills required
- Must possess a customer service mindset and ability to respond to operational emergencies and non-emergencies during non-standard hours (24/7/365 days)
- Ability to interface and influence all levels of the organization from front line staff to senior executives

- Must be able to build partnerships, work collaboratively with others to meet the shared objective, delivers customer-centric solutions, and handles conflict situations effectively
- Takes on new opportunities and tough challenges with a sense of urgency
- Creates a climate that encourages the open expression of diverse ideas and opinions, acts with diplomacy and tact relates openly and comfortably with diverse groups of people
- Anticipates and balances the need of multiple stakeholders and, where necessary, wins concessions without damaging relationships
- Ability to interact with staff at all levels with dignity and respect, listens closely and communicate openly, honestly, and directly
- Ability to debate constructively, decide definitively and support actively
- Demand and accept responsibility
- Listen closely and communicate openly, honestly, and directly
- Ability to follow through with clear, consistent consequences
- Must be courageous and optimistic
- Encourages working and thinking as a team to avoid 'silos'
- Ability to make difficult decisions, regarding operations and/or human capital, quickly and effectively

TPA MISSION STATEMENT

To be a major driver in the economic growth of the Tampa Bay Region. We will be leading-edge innovators to create global access and extraordinary customer experiences through our people and facilities to build prosperity for our stakeholders and the region.

TPA VISION STATEMENT

To be a vibrant aviation gateway for Tampa Bay, providing access and economic opportunity for our stakeholders.

The Hillsborough County Aviation Authority provides equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership, or non-membership in an employee organization, or based on personal favoritism or other non-merit factors.

The Hillsborough County Aviation Authority is an equal opportunity employer and welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

HCAA is an EEOE and Drug-Free Workplace Program.