

## Position Description

The General Manager oversees all aspects of the Fixed Base Operation (FBO) including customer relations, line operations, accounting, and health, safety and environmental functions. The GM plans, directs and coordinates activities for the sale and provision of general aviation support services such as fuel, hangar and office rental. In this role, it will be your responsibility to promote a positive team environment to better serve our customers and provide the same award-winning, world-class service and operational excellence to our private aviation clients that our airline passengers have come to expect.

## About You

You are an experienced General Manager of FBOs, with the ability to tow or fuel an aircraft, negotiate a complex customer agreement, and interact with airport officials and high net worth individuals - all on the same day. As an inspirational, empathic leader of people, you lead by example, but delegate effectively through identifying co-workers and employees who have the skillset to accomplish the task safely and effectively. Likewise, you openly and professionally develop your workforce, seeing mentorship as an opportunity to create future leaders of the organization. You are business and general aviation's Swiss Army Knife.

Your core competencies include entrepreneurship, change leadership, negotiation and influence, business acumen, operational decision making, customer orientation, managing and measuring work, interpersonal skills, and superior ability to positively relate and communicate to customers.

## Duties Include

- Foster and maintain a culture of excellence that promotes safety and service, consistent with best practices for the FBO industry
- Responsible for recruitment, hiring, and training, inclusive but not limited to employee development, safety training, customer service standards and company values
- Ensure proper staffing levels are maintained based on daily/weekly/monthly volumes
- Responsible for leading company communications and seeing that all employees do so in a respectful and appropriate manner
- Continually analyze the local market, identify new growth opportunities and track industry news to continually improve product offerings, services and pricing
- Leads business development efforts on behalf of the company, inclusive of new customer capture, business partnerships

- Foster the growth of long-term customer loyalty through regular engagement and exceeding customer expectations on a repeatable basis
- Negotiates tenant lease, large fleet, transient, airline underwing agreements and vendor agreements
- Responsible for financial management of base including capital expenditures, forecasting, budgeting, audit performance and expense management
- Manages aviation fuel farm, fueling trucks and aircraft fueling operations to ensure compliance with all federal and state regulatory agencies
- Responsible for proper handling, disposal and record keeping of numerous aviation related hazardous materials
- Carry out management responsibilities in accordance with the organization's policies and applicable laws
- Other duties as assigned or required

### **Knowledge and Position Requirements**

To perform this job successfully, an individual must have a demonstrable knowledge of, and able to perform each essential job function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Five (5) years or more management experience with three (3) or more years of direct, Fixed Base Operation (FBO) experience in business and general aviation
- BS in Business Management, Aviation Management, or related field preferred.
  - Note: 10 or more years' experience in aviation may be substituted for a BS/degree program
- Deep industry knowledge of business and general aviation, and commercial aviation (Part 121) ground support operations, inclusive of fueling, ground handling and ancillary services
- A demonstratable history of increasingly responsible roles
- Must be people-focused and engaging
- The ability to multi-task daily while easily being able to reclaim focus
- Excellent written and verbal communication skills, problem-solving, and decision-making skills
- Comfortable delivering presentations to audiences of various sizes and backgrounds, from employees to customers to airport officials
- Knowledgeable and extremely experienced in MS Office Suite programs (Word, Excel, PowerPoint, etc.)
- Private Pilot's License or higher level) preferred, but not required
- Must possess a valid driver's license

### **Working Conditions/Physical Effort**

- Requires 24-hour/7-day on-call status
- Able to work nights, weekends, and holidays if necessary
- Capable of working in all weather conditions
- Able to lift 50 pounds, push, pull, climb, and walk for majority of the workday
- Exposure to and handles hazardous materials

### **Equal Employment Opportunity**

Equal Employment Opportunity is a fundamental principle at Propeller Aero Services LLC where individuals are hired, employed, recognized, and advance based upon their individual skills and abilities and without regard to an individual's race, color, national origin, age, religion, physical or mental disability status, sex, gender, sexual orientation, gender identity or expression, transgender status, genetic information, marital status, pregnancy (including childbirth, lactation and related medical conditions), status as a protected veteran or any status or characteristic protected from employment discrimination under applicable federal, state and local laws ("EEO status"). This policy applies to all terms and conditions of employment, including, but not limited to, recruitment and hiring, compensation, benefits, promotions, termination, layoff, recall, transfer, and opportunities for training and advancement.

### **Salary Range**

\$135K+ DOE

### **Benefits Package Including**

Medical, Dental, Vision, Tuition Reimbursement, Performance Bonus, etc.

### **Recruitment Contact**

Douglas Wilson, FBO Partners [douglas.wilson@fbopartners.com](mailto:douglas.wilson@fbopartners.com)