

## **Station Manager (aka “Harbour Master”, locally based at the Sugar Land Regional Airport, Sugar Land Texas)**

The Harbour Master is responsible for the day-to-day operations of the Harbour (business jet aircraft hangar complex) including customer relations, towing & fueling operations, accounting, health, safety, human resources and environmental functions. The Harbour Master plans, conducts, and coordinates activities for the general aviation support services such as fuel, aircraft towing, hangar and office rental, airport relations, and facility maintenance. Manages and directs activities of subordinate personnel at the location. The Harbour Manager will promote a positive team environment to better serve our customers.

### **Responsibilities**

- Plan and perform hangar operations including aircraft towing, fuel coordination, passenger greeting, luggage movement, and other ancillary services as required by hangar tenants.
- Implement standard policies and procedures across the location including but not limited to hangar and ramp operations; aircraft fueling, safety procedures; customer service; initial and recurrent training; human resources.
- Establish a culture that promotes safety and quality control through daily observations, shift briefings, routine audits, monthly safety meetings, training and documented safety procedures.
- Establish a culture that promotes customer loyalty by creating an environment of increased employee engagement.
- Perform leadership functions such as conducting annual reviews, making hiring decisions, and managing performance of direct reports, which includes mentoring, and skill development.
- Ensure employees receive company communications and necessary training including safety, customer service standards, Company values, etc.
- Regularly interact with customers and tenants to promote the Harbour and a high-level of customer satisfaction.
- Receive and use customer feedback to constantly develop and improve capabilities and processes.
- Manage Operations, including ensuring proper staffing levels are maintained.
- Develop and maintain good relations with the Airport and local government authorities
- Carry out management responsibilities in accordance with the organization’s policies and applicable laws.
- Ensure training and development of employees to improve work performance and maximize employee potential.
- Ensure facility and equipment are maintained properly and efficiently
- Support Company efforts locally in sales and marketing efforts to promote full occupancy of aircraft hangars
- Manage positive relationships with FBO, airport, and community partners
- Other responsibilities as requested or assigned

### **Skills**

- Safe performance of aircraft towing and related ground handling operations
  - Excellent verbal and written communication skills
  - Well-organized
  - Customer service
  - Multi-tasking
  - Creative Thinking and Problem Solving
  - Safety training and risk management
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- Sales and promotion
- Vendor/supplier management
- Airport and community relations

## **Position Requirements**

- Bachelor's Degree in Business, Aviation Management or related field, or equivalent experience, or combination
- Five (5) or more years general aviation airfield experience, including performance of tow movements and other aircraft handling services ; three (3) or more years management experience preferred
- Excellent leadership and people management skills
- Ability to work in a dynamic and flexible operational environment
- Demonstrated ability to develop and motivate personnel
- Operational decision-making
- Sales and marketing experience
- Must be able to read, write, and understand the English Language
- Bi-lingual ability preferred, but not required (Spanish, Portuguese and French)
- Knowledge of Microsoft Outlook, Excel, Word and web-based applications
- Must possess a valid driver's license
- Must be able to pass airport security background check

## **Benefits**

- Competitive Salary
- 401(k)
- Health, Dental, Vision Insurance
- Paid Time Off
- Flexible Work Hours
- Bonus Program

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Sky Harbour will be based on merit, qualifications and abilities. Sky Harbour fully supports the concept of equal employment opportunity. We administer our Human Resources program to comply with all applicable anti-discrimination laws. Sky Harbour does not discriminate in employment opportunities or practices on basis of race, color, creed, sex, national origin, age, disability, or any other characteristic protected by law.

## **Recruitment Contact**

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Submit Cover Letter and Resumes via [www.fbopartners.com/HR/](http://www.fbopartners.com/HR/)

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