

**Metropolitan Knoxville Airport Authority
Position Description**

Parking & Ground Transportation Administrator

Status E 7-11 (Varies)	Position: Parking & Ground Transportation Administrator	Date September 2019
Department Administration	Manager/Supervisor V. P. Finance	

General Description of Major Tasks of Position

Under the general direction of the Vice President of Finance, this position is responsible for the overall direction of activities related to parking and ground transportation of the Metropolitan Knoxville Airport Authority (MKAA). Manage contractual compliance for ground transportation providers, including taxicabs, transportation network companies (TNCs), charter, and shuttle vehicles. Provide administrative and technical support to enhance parking and ground transportation operations. Position requires the use of discretion and judgment to interpret and apply MKAA, Federal Aviation Administration and other rules, policies and regulations.

Tasks of Position Representative Activities as Duties and Responsibilities

Manage the administration of all Airport Parking operations which consists of public parking, employee parking and tenant parking. This includes parking at the airport Fixed Based Operator, hotel, air cargo, and other airport property.

Provide oversight of parking operations including performance, service levels, occupancy levels, and regulatory compliance. Inspect parking and landside facilities to identify any maintenance and safety deficiencies to ensure operating standards are met.

Act as liaison with the parking management company. Provide oversight of the parking management agreement ensuring that contractual obligations are met. Review monthly financial statements and requests for reimbursement. Analyze parking revenue and activity and provide reports identifying trends and changes in the market.

Monitor the implementation and upgrade of technical and mechanical systems to ensure effective parking access, revenue control and revenue collection.

Oversee the issuance of AVI hang tags and stickers. Review records to ensure appropriate issuance of AVI hang tags. Maintain parking system to ensure that AVI activity is properly cleared to ensure accurate car counts.

Provide oversight of ground transportation operations which include taxis, limousines, shuttles, charter services and TNCs. Develop and implement ground transportation programs based on research and analysis of current best practices that balance the needs of operators and customers. Coordinate with taxi owners and operators to ensure passenger access to safe and efficient ground transportation.

Prepare and issue operating agreements and permits in accordance with the MKAA Ground Transportation Policy for activities including courtesy vehicles, limousines, shared ride, taxis, TNCs, buses, contract vans and baggage delivery.

Monitor and inspect taxi cabs for compliance with Airport rules and regulations.

Develop contracts, policies, and strategies for parking and ground transportation to maximize revenue, reduce expenses, and enhance customer service. Plan and execute short and long-term parking planning projects and programs. Collaborate with stakeholders and decision-makers in developing parking and transportation master plan.

Plan and implement department administrative compliance and training programs, policies and procedures to ensure safe, secure operations consistent with MKAA code, rules and regulations and applicable state and federal law.

Assist with the development of campaigns and strategies associated with parking and ground transportation.

Interact with the public as appropriate to address customer service issues. Respond to correspondence and complaints regarding parking and ground transportation operations and programs. Resolve customer concerns and questions. Report any unusual security situations to the safety department.

Develop and maintain annual budgets and monthly reconciliation including variance reports.

Coordinate parking and ground transportation requirements for special events.

Prepare and provide information and data as requested to management or to the Board.

Perform other activities as assigned to meet overall objectives of the position and the department in support of the MKAA mission.

Supervisory Responsibilities

This job has no direct supervisory responsibilities. Work requires managing and monitoring work performance of a business unit including evaluating program/work objectives and effectiveness and establishing broad organizational goals.

Minimum Educational and Work Qualifications

Prefer BS/BA in business administration, aviation management or related field plus three to five years' experience in airport ground transportation/parking or related fields; or an equivalent combination of training, education and experience that provides the knowledge, skills and ability to perform the duties of this position.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data.

Continuous Learning - Strives to continuously build knowledge and skills.

Job Knowledge - Competent in required job skills and knowledge.

Use of Technology - Demonstrates required skills.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; keeps others adequately informed.

Cooperation - Establishes and maintains effective relations.

Managing Customer Focus - Promotes customer focus.

Oral Communication - Speaks clearly and persuasively in positive or negative situations.

Teamwork - Balances team and individual responsibilities.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar.

Business Acumen - Understands business implications of decisions.

Cost Consciousness - Works within approved budget.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time.

Adaptability - Manages competing demands.

Dependability - Keeps commitments.

Planning/Organizing - Prioritizes and plans work activities.

Quality - Demonstrates accuracy and thoroughness.

Safety and Security - Observes safety and security procedures.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of Accounting software; Database software; Internet software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Valid driver's license.

Environmental and Working Conditions

Physical Demands

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

While performing the duties of this job, the employee is frequently required to stand; walk; and sit for extended periods of time; use hands to handle or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; fumes or airborne particles and outside weather conditions. The noise level in the work environment is usually moderate.

Signature of Employee

Signature of Supervisor

Key Performance Variables and Factors

1. Achievement Orientation - Personal efforts toward accomplishment of individual and business unit goals and customer service. Degree to which incumbent seeks additional responsibility and personal growth, establishes own standards of excellence, presents a results orientation, and displays a sense of responsibility.
2. Job Knowledge - Understanding of job-related requirements, techniques, methods and procedures. Degree to which incumbent demonstrates training and experience. Extent to which employee improves skills by keeping abreast of changes in techniques and related developments.
3. Productivity - Personal efforts toward quality and quantity of work performed. Consider the amount of work, accuracy of results, thoroughness, use of time, amount of supervision required, errors, and completeness.
4. Attendance - Evaluate availability for work. Degree to which employee displays responsibility to be at work as scheduled. Evaluate causes of absences as well as frequency and severity.
5. Communication/Interaction Skills - Ability to communicate effectively with others as required and the quality of day-to-day communication interaction required with other employees and customers.
6. Safety Commitment - Extent to which employee works safely and observes safety rules, regulations and practices, and shows interest and concern for Airport Authority's commitment to a safe and clean working environment for all employees.
7. Quality Commitment - Extent to which an employee is committed to pursuit of excellence in all aspects of position responsibilities including: service and commitment to customers, support of Airport Authority's goals and customer service, objectives, policies, procedures, practices, and training.
8. Teamwork - Contribution and performance in team and/or committee situations. Contributions to innovation, creativity, communication, consensus building team derived solutions to continuing problem solving and improvement processes.