



DIRECTOR, WORCESTER REGIONAL AIRPORT

Department: Aviation
Unit: 7010
Level: 10, Exempt

Supervisor's Title: Director of Aviation Operations, Safety & Security
Supervises: Office Administrator, Badge Coordinator, Airport Operations Shift Managers and other staff including airfield maintenance, custodial, and administrative staff.

Purpose

Directs, coordinates, administers and manages Worcester Regional Airport in accordance with the Authority's policies, procedures, priorities and all applicable state and federal regulations. Directs business development initiatives to expand and retain commercial air service, general aviation, and aviation support businesses. Serves as Massport's primary point-of-contact with the greater Worcester business and civic community and liaises with same frequently. Responsible for the day-to-day operation of a commercial service airport. Success requires frequent coordination and collaboration with Massport's senior leadership and various departments across the Authority.

ESSENTIAL JOB RESPONSIBILITIES

Provide overall leadership at Worcester Regional Airport

- Manage both non-union and union staff. Create and maintain an environment that results in Massport being considered an employer of choice.
- Participate in the recruiting, hiring, and retention of a motivated, professional workforce in close collaboration with Massport's People & Culture Department.
- Requires close collaboration with Massport Labor Relations. Participate in collective bargaining agreement negotiations, grievance procedures, and arbitration.
- Develop policy and procedures and ensure consistency with existing Massport policy. Works closely with Massport Internal Audit to ensure compliance.
- Ensure the highest level of safety for employees, customers, contractors, and tenants.
 - Work closely with Aviation Safety to develop and maintain an FAA-approved SMS program. Collaborates with Massport Corporate Safety.

- Chair the monthly Safety & Security meetings with relevant Massport departments/units, and airport stakeholders.
- Regularly review injury and accident/incident data to proactively reduce the rates of occurrence.
- Responsible for compliance with FAR Part 139 and the FAA-approved Airport Certification Manual (ACM).
 - Oversee the review, maintenance, and compliance with the FAA-approved Airport Snow Removal Plan and provide leadership during weather events.
- Ensure the highest level of security is maintained. Serve as the primary point-of-contact to the TSA as the Airport Security Coordinator (ASC). Responsible for compliance with TSR Part 1542 and the TSA-approved Airport Security Program (ASP). Familiar with TSR Part 1544 and the responsibility of aircraft operators.
- Participates directly in the planning and execution of all safety and security full-scale and tabletop drills and exercises, including mutual aid partners.
- Principal point-of-contact to airline managers, concessionaires, car rental agencies, etc. Works closely with the Aviation Business and Finance director, ABO, etc.
- Serves as an advisor on regional and general aviation issues.

Leads business development activities to retain, improve, and expand commercial air service.

- Endeavor to increase annual passenger enplanements consistent with Massport’s strategic goals and cement Worcester Regional Airport’s role in the Central Massachusetts economy.
- Work closely with Massport’s Route Development team to identify and pursue commercial air service opportunities.
- Assist in developing airline incentives consistent with the FAA Air Carrier Incentive Program (ACIP) and in compliance with FAA grant assurances.
- Periodically benchmark Worcester Regional Airport on key air service metrics with other, similarly situated domestic airports.

Work closely with the City of Worcester and the central Massachusetts region to provide the consumer demand necessary to support commercial air service.

- Develop and maintain strong relationships with community and business leaders.
- Survey area businesses, academia, and others to identify key strengths and opportunities to influence travel from Worcester Regional Airport.

Develop initiatives to promote general aviation and other commercial activities.

- Develop and maintain relationships with the general aviation industry including fixed base operators, local and nation industry associations,

MROs (Maintenance, Repair, and Overhaul), flight and aviation technical schools, and others.

- Ensure continuously high standards are maintained at FBO(s) to serve a broad range of general aviation operations and services.
- Identify and pursues developmental opportunities, aeronautical or otherwise, on airport property.

Develop short, mid, and long-term plans to support Massport's strategic priorities.

- With Massport's strategic priorities as a roadmap, lead initiatives and coordinate resources to plan and execute critical projects.
- Remain current on industry trends, technical innovations, and forward-thinking approaches to managing and developing commercial air service, ground transportation, EVTOL, AAM, etc.
- Integrate environmental sustainability and resiliency projects into annual planning discussions and capital planning.
- Prepare and present on a wide variety of topics specific to Worcester Regional Airport to Massport senior executives, the Massport Board, and various federal, state, and municipal audiences in both public and private settings.

External, Community, and Media Relations

- In close coordination with Massport's Aviation leadership, Government & Community Relations, Media Relations, and Strategic Communications, respond and provide information to external parties and the general public on Worcester Airport matters including the status of airport and aircraft operations, terminal operations, emergency responses to the airport (including coordination with the FAA, NTSB, TSA, Massachusetts State Police, and others), etc.
- Represent Massport at external meetings and/or hearings.
- Meet with key economic development agencies, travel and tourism agencies, major employers and area university and college leaders to promote Worcester Airport.
- Host regional and national civic events to attract and maintain general interest and awareness of Worcester Airport.
- Develop and maintain excellent relationships with local, state, and federal agencies including, but not limited to, the cities and towns of Worcester, Leicester, Auburn, Paxton, Rutland, Shrewsbury, and Westborough.
- Represent Massport with the Blackstone Valley Chamber of Commerce, Discover Central Massachusetts, and MetroWest Boston Visitors Bureau.
- Host semi-annual meetings of the Worcester Airport Advisory Committee.

Manages Departmental Budget

- Works closely with the Aviation management team to achieve a break-even or better annual operating budget for Worcester Regional Airport.

- Plan, develop and manage the annual operating revenue and expense budget in cooperation with the Aviation Budget and Finance Office and Massport Administration and Finance. Consider actual and forecasted airport activities, including economic forecasting scenarios.
- Monitor operating budget performance closely to ensure revenues and expenses are aligned with short-term and long-term budget projects.
- Initiate corrective action when actual expenses are higher than budget, or revenue performance is weaker than anticipated.
- Assist in the development of the 5-year Capital Improvement Program and Capital Equipment budgets each year. Develop, implement and manage the capital spending and equipment plans.
- Identify opportunities to leverage new technologies and innovations to increase operational efficiencies.

JOB REQUIREMENTS AND QUALIFICATIONS

Education

Bachelor's degree in aviation management or related field or equivalent professional experience required.

Experience

10+ years of airport management or related experience at a Small, Medium, or Large Hub airport, or General Aviation Reliever airport required. Extensive knowledge of airport and airfield operations, FAA airport certification requirements under FAA Part 139, and TSA security regulations. Demonstrated experience in airport business development. Working knowledge of aircraft operations is desirable.

SKILLS AND COMPETENCIES

- Ability to work well under pressure during emergency incidents and/or with personnel operating under stressful conditions.
- Massachusetts Class D driver's license, unrestricted except for corrective lenses.
- Ability to obtain a Massport Security Identification Display Area (SIDA) Badge.
- Ability to obtain FAA-approved airfield movement area driving privileges.
- Proficiency with Microsoft Word, Excel and PowerPoint.
- Ability to pass Massport's controlled substance testing and background checks.

WORKING CONDITIONS

Environmental Parameters: Ability to work in an airport environment with conditions that may include fumes, odors, gases, chemicals, and dust as well as decibels in the range of 65-100. Ability to work on the airfield in all weather conditions (hot, cold, humid, dry, and wet).

Physical Demands: Ability to lift 25 lbs. Ability to exert up to 10 pounds of force occasionally. Requires walking, standing, or moving about to a significant degree. Must be able to monitor and use radio equipment. Clarity of vision beyond 20 feet to see moving equipment and approaching aircraft. Ability to discriminate colors for airfield lights and signs.

WORK SCHEDULE

- This position is based at Worcester Regional Airport
- Ability to work 37.5 hours per week. Must be available to respond to phone calls 24x7x365, including holidays.
- Must be able to physically respond to Worcester Regional Airport, or other locations as required, 24x7x365 for unplanned events such as weather events impacting airport operations, emergency events (e.g., aircraft accidents and incidents, fire, etc.), or other matters that require the Director's presence.
- Ability to attend both on-site and off-site meetings and events, including evenings and weekends.

EQUIPMENT USED

Computer, phones, tablets, two-way Massport and FAA Air Traffic Control radios, and other Massport equipment.