

General Business Specialist – Job Description

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES Prepares landside concession solicitations and concession contract and tenant lease documents at Washington Dulles International Airport (IAD); participates in the evaluation and selection of concessionaires; and administers landside concession and tenant lease agreements to ensure compliance with contractual terms and conditions. Landside concession contract and tenant lease development and administration duties involve a variety of business operations, including the public parking, rental car, taxicab, and other ground transportation concessions and operations; and the lease of airport land for other aviation related development.

--Drafts solicitation documents, Requests for Proposals (RFP), Invitations for Bid (IFB), or Requests for Qualifications (RFQ) including providing appropriate background materials, space drawings, and other contract exhibits; concession and lease contracts; and amendments to concession and lease contracts. Coordinates solicitation, contract, and lease documents for comment to interested Airports Authority offices including: Legal, Audit, Finance, Planning and Engineering, Business Administration, and the Airport Operations and Engineering/Maintenance Departments. Reviews and addresses comments, and modifies solicitation and contract documents where appropriate.

--Participates in the competitive solicitation process for concessions, including serving on the Airports Authority selection panel; conducting oral interviews with proponents; recommending successful proponents for contract award; and assisting in resolving protests of unsuccessful bidders. Drafts issue papers and briefs Airports Authority senior management and Board of Directors' committees as appropriate.

--Negotiates or participates in the negotiation of contract and lease agreement terms and conditions with prospective concessionaires and tenants to finalize a concession contract or lease.

--Administers concession and lease contracts to ensure contractor/tenant compliance with the terms of the contract or lease. Becomes the day-to-day Airports Authority representative with landside concessionaires and tenants. Monitors concessionaire and tenant performance related to such areas as price setting and controls, merchandising, quality of services provided, the contractor's ability to meet demands for service, safety, and overall maintenance and operation of the concession or leased premises. Directs contractors and tenants to correct performance to comply with contract terms. Regularly conducts site visits of concessionaire and tenant premises and meets with on-site concessionaire and tenant managers.

Addresses contract compliance issues and problems with the concessionaires and tenants and with supervisors and senior Airports Authority managers as necessary. Prepares Airports Authority correspondence to concessionaires and tenants and conducts follow-up action as necessary.

Analyzes requests for concessionaire and tenant changes in product/service pricing, premises, hours

of operation, and scope of contract services. Prepares the Airports Authority's position on such concessionaire and tenant requests after considering the Airports Authority's contracting, revenue, and public service goals. Coordinates findings and recommendations with supervisor and other Airports Authority offices, as appropriate. Participates in subsequent negotiations for concession contract amendments.

--Meets with concession and tenant managers and corporate officials, governmental agencies, and the public regarding landside concession and tenant operations, contract conflicts, and complaints. Reviews, investigates, and responds to public complaints concerning tenants, concessionaires, or related operations. Follows up with tenant, concessionaire, or appropriate agency to determine compliance with corrective-action directives.

--Analyzes concession or lease revenue/expenses, accuracy of payments and accounting procedures, and proper reporting to the Airports Authority in accordance with contract provisions. Provides recommendations and supporting analyses (using computer software and other tools) of recurring trends (e.g., annual, quarterly, and monthly cycles); and prepares one-time, ad-hoc, and recurring reports on concessionaire and tenant activities.

--Prepares various documents such as contract administration plans; Airports Authority correspondence to concessionaires, tenants, and the public; and surveys and other administrative studies, as directed. Maintains contract files to ensure that insurance, bonds, etc., are kept current for each contract and lease. Maintains records, reports, and correspondence for each contract or lease file for historical reference and to document contractor and tenant performance.

--Conducts research and identifies new trends and applicable landside concession industry standards and business practices in order to evaluate concessionaire proposals; project the financial performance of concessions; and determine applicable performance measures, terms and conditions, payment provisions, scope of concession services, applicable insurance and indemnification provisions, etc., to be included in a concession contract or lease. Meets with leaders in the landside concession industry, other airports, interested bidders, and other industries dealing with these same types of concessions in order to stay current with industry trends and business practices. Evaluates the overall financial and managerial performance of existing landside concessions and proposes changes to terms and conditions and services offered the public to meet changing airport conditions, Airports Authority requirements, and customer expectations.

--Participates with planners and engineers in the review of airport structure and facility designs to ensure compatibility with landside concessionaire and tenant operations, access, customer service, and financial requirements (i.e., parking garage and parking facility structures, rental facilities, ground transportation facilities, and tenants, etc.).

--Monitors and administers the use of terminal landside curb facilities for commercial vehicles providing ground transportation services to the public. Recommends the allocation of curb capacity to various users; reviews and monitors operating procedures, frequency of service, routes followed, and curb dwell time of public parking, rental car, and taxicab concessionaires and other ground transportation operators and coordinates proposed curb changes with Airports Authority offices and ground transportation operators.

--May operate a sedan or other small vehicle to get to from worksites and for other reasons.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet both of the MQs listed below at the time of vacancy announcement closure.

1. A Bachelor's Degree in any field providing a strong foundation for success in the DUTIES in this job description, or an equivalent combination of education, experience and training that total four years, **and**
2. Four years of progressively responsible experience that includes substantive work in most of the DUTIES in this job description, to include:
 - a. Experience in drafting solicitations for contracts; analyzing concession or lease revenue and expenses; participating in negotiation of contract/lease agreement terms and conditions with prospective concessionaires/tenants; administering concession and lease contracts to ensure contractor/tenant compliance with the terms of the contract or lease; conducting research and identifying new trends and applicable concession industry standards and business practices in order to evaluate concessionaire proposals; and performing related duties; and
 - b. Experience working with planners, designers, engineers and space utilization specialist in the review of facility designs to ensure compatibility with, or expand opportunities for, concession revenue opportunities.

PREFERRED QUALIFICATIONS

The qualifications listed below are preferred and may be considered in the selection process, but are not required to be rated qualified for this job.

1. Substantial experience in airport industry concession contracting.
2. Substantial experience in rental car, shared ride and bus service contracts.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Any local, Federal, airport industry or Airports*

Authority specific bodies of knowledge listed below may be acquired on the job; ability to rapidly acquire them is required at application/placement.

1. Knowledge of concession contracting and tenant leasing to carry out a full range of solicitation, contract and lease document development, and contract administration activities. This includes knowledge of general business principles/practices applying to contracting/leasing/concessions, and of the policies and procedures of the Airports Authority's contracting and business programs relating to landside concession operations/practices and tenant leasing.
2. Knowledge of the format and content of contracts and leases (especially for diverse areas of activity such as landside concession contracts and commercial leasing) including premises descriptions, rights and obligations, rental provisions, indemnity and insurance, default and termination, buy-out, title and environmental provisions, and Airports Authority rules and regulations.
3. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes ability to recognize subtle aspects of problems, identify relevant information and make balanced recommendations and decisions. Examples include resolving issues identified in negotiations with concessionaires and tenants to the satisfaction of potential customers within the framework of the policies and practices of the Airports Authority and with ethical and appropriate business conduct that may involve the following: drafting solicitations, contracts, and leases; analyzing proposals; assessing compliance with contract terms; researching airport concession and related industry trends and providing sound business recommendations to address the service requirements of airport users; identifying factors that will affect concession or tenant operations; analyzing and evaluating requests from concessionaires and tenants regarding changes in products/services, rights and obligations, operations, use of space, etc.; analyzing a variety of airport concession industries and to identify the industry's critical market and financial factors and standard business practices, and determining the compatibility of these factors and practices within the airport environment; preparing technical content of reports and written materials for decision making; developing content of oral briefings to Airports Authority professionals, managers, and executives; and using various negotiation techniques to reach agreement on contract terms and modifications and amendments thereto.
4. Skill in using a computer and modern office suite software to maintain records, develop reports and perform other functions, with primary emphasis on the following Microsoft applications: communication, planning and scheduling (such as Outlook); word processing (such as Word); spreadsheets (such as Excel), presentations (such as PowerPoint), and other required and miscellaneous software. ERP Software?
5. Skill in oral communication to understand verbal information (facts, assertions ideas) and to express such information verbally so that others will understand, and, in certain circumstances, be convinced or persuaded. This includes skill in encouraging effective oral communication by others such as peers and other coworkers.
6. Skill in written communication to understand written information (facts and sometimes conflicting

assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand, and, in certain circumstances, be convinced or persuaded. This includes skill in include preparing correspondence for the signature of senior Airports Authority managers and in reviewing contracts, proposals and routine/non-routine memoranda about contracting issues.

7. Commitment to ethics and integrity in public service to ensure ethical and transparent activities and foster full and open competition in on one's own contracting work, and to perform related functions.
8. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner. This includes skill in developing and maintaining effective working relationships with key stakeholders involved in airport contracting, accounting and project management to ensure customer service satisfaction.
9. Knowledge of the layout and design of the airport to assess the user friendliness of airport landside concession and tenant services offered Airport patrons.
10. Ability to interpret site and airport facility design plans for landside concessions and tenant development to ensure compatibility of concession contract and lease provisions within the airport environment.

RESPONSIBILITY Is responsible for drafting and coordinating landside concession solicitations and contracts, and tenant leases; serving on panels for the selection of concessionaires; participating in the negotiation of contracts and leases; monitoring and evaluating the business activities of tenants, concessionaires, and related subcontractors to ensure compliance with contract and lease terms; administering contracts and leases; and performing related duties. Work directly affects the financial and customer service aspects of the Airports Authority's mission.

Reports to the Manager, Contract Management Division. The supervisor makes initial assignments in the form of functional, project, or individual responsibility, indicating overall objectives and priorities, and assigns special projects as needed. The incumbent works independently in preparing, planning and carrying out solicitations, concession contracts, and tenant leases. The incumbent keeps the supervisor informed of progress, suggested options and alternatives for improving the Airports Authority's contract and lease preparation and administration functions, and seeks guidance on especially difficult technical problems or issues which impact established policy and the Airports Authority, and problems of unusual complexity, sensitivity or visibility. Supervisor typically reviews work in terms of objectives accomplished, thoroughness, accuracy, effectiveness, timeliness, customer service and other factors, including Performance Management Partnership goals and measures.

Guidelines include Airports Authority contracting policies and procedures, the Federal Acquisition Regulation (FAR), equal contracting principles and requirements, the Airports Authority's Safety Manual, Airports Authority policies and procedures, standard concession industry business practices, financial reports and summaries, letters, memos, etc. The incumbent uses sound judgment in selecting methods and techniques for accomplishing assignments within the scope of established guidelines,

concession industry and Airports Authority business practices.

EFFORT Work is primarily sedentary, but requires a substantial amount of moving around and off the airport complex. May sit for extended periods while performing desk work; moves about the airport regularly to monitor tenant and concessionaire activities, meet with contractors, attend meetings, and perform other functions. Exchanges information by telephone often. Typically exerts light physical effort in opening/closing file drawers, retrieving files, climbing stairs and otherwise moving about tenant/concessionaire work sites. Regularly reviews documents (e.g., contracts, blueprints, etc.) containing small print. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works in a well lighted, ventilated and temperature controlled office setting, but is sometimes subject to some adverse weather conditions while working in the field. On occasion, may be required to visit building/facility construction sites to evaluate work in progress. Wears hard hat and other personal safety gear, as necessary. May experience some job pressure or frustration from having to produce contract products under deadlines, resolve solicitation disputes, and correct poor performance or inadequacies of contractors without the authority of direct control.

OTHER SIGNIFICANT JOB ASPECTS None