

As the Concessions and Services Program Manager, you will develop and implement concession plans and commercial activities for the Airports and assist concessionaires in business and financial planning.

JOB DESCRIPTION

- Concessions and Services Program Manager
- Works under the general supervision of the Concessions Leasing and Development Manager.
- Serves in the Office of Marketing and Consumer Strategy at either Ronald Reagan Washington National Airport (DCA) or Washington Dulles International Airport (IAD).

Analyzes, develops, and implements terminal concession services to meet the needs of airport users, generate positive financial returns to the Airports Authority, and provide a profitable environment for business growth. Performs related functions.

GENERAL RESPONSIBILITIES

- Implements and oversees the operation of terminal concession services and related commercial services.
- Develops and coordinates issuance of Request for Proposals related to terminal concessions or commercial services at the airports to initiate the solicitation processes. Serves as panel chairperson for solicitations.
- Reviews and comments on facility design plans to represent needs of commercial operators and facilitates review and approval of tenant design and construction plans.
- Negotiates business contract terms with third party business operators. Administers and manages contracts for concessionaires and tenants.
- Advises capital facility planners on concession needs and corresponding space requirements for new facilities.
- Analyzes market survey information, historical sales data, and national industry trends to develop appropriate quantity and variety of concession offerings.
- Conducts economic feasibility studies to project financial performance, revenues, and economic viability of prospective concession concepts.
- Reviews and analyzes the financial performance of operating businesses. Identifies businesses with problematic financial conditions and recommends appropriate actions.
- Performs other duties as assigned.

QUALIFICATIONS

- Seven years of progressively responsible experience in managing contracts and leases with concessionaires or business tenants.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of commercial leasing principles and contract law and skill in applying it to develop requests for proposal and statements of work for proposals and develop and negotiate terms to include in contracts.
 2. Skill in negotiating contracts and structuring formal business partnerships and comprehensive business contracts.
 3. Skill in administering concessionaire leases and contracts to ensure contract compliance.
 4. Skill in performing financial analyses and forecasting methods to interpret business financial statements and operating pro formas to assess economic viability of commercial business proposals and operations, project expected revenues, and project equitable rents, rates, and fees.
 5. Skill in analyzing the business structure, market, and standard operating practices of commercial ventures and overall compatibility with a concession or business tenant.
 6. Skill in structuring project management schedules to identify and track critical performance milestones and timely completion of projects.
 7. Skill in interpreting architectural and engineering documents for square footage, placement, interior design, utility hookups, and overall compatibility with a concession or business tenant.
- Ability to speak and write effectively, with emphasis on negotiation and persuasive techniques.
 - Skill in using a computer and modern office suite software, with emphasis on accounting and financial systems/software.

PREFERRED QUALIFICATIONS

- Experience in airport industry concession contracting.

EDUCATION

- A Bachelor's Degree in any field, or an equivalent combination of education, experience, and training that totals four years.
- A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the seven years of experience. For example, a master's degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

- A state driver's license in good standing.

NECESSARY SPECIAL FACTORS

- May visit concession sites while under constructions; wears personal protective gear as needed.

- Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.