

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

DUTIES Serves as General Business Specialist (Landside Contracts) in the Contract Management Division of the Airport Administration Department (Department), Ronald Reagan Washington National Airport (Airport), Metropolitan Washington Airports Authority (Airports Authority). Prepares landside concession solicitations and concession contract and tenant lease documents; 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 public parking, rental car, taxicab, and other ground transportation concessions and operations; and the lease of Airport land for other aviation related development. Performs related functions.

--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: General Counsel, Audit, Finance, Engineering, Revenue, Public Safety, and the Airport Operations and Engineering and 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 or chairing the Airports Authority selection panels 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.

--Serves as contracting officer's technical representative (COTR) for landside concession contracts. Negotiates or participates in the negotiation of contract and lease agreement terms and conditions with prospective concessionaires, tenants, and contractors 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. Acts as 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 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). Prepares one-time, ad-hoc, and recurring reports on concessionaire, tenant, and contractor activities as well as revenue and financial/budget forecasts. Provides input to the Airport Budget Officer for budget purposes.

--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.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as executives, managers, supervisors, professionals, and support staff), vendors/suppliers/tenants, Airport users, and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), and perform or conduct research (Internet use); (b) enterprise system/software for analysis, budgeting, time and attendance reporting, and other functions; and (c) special systems/software used in the Department.

--Operates a sedan or similar vehicle to move around the Airport, to travel to and from worksites, and for other purposes.

--*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 all 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 successful performance of the DUTIES in this job description, or an equivalent combination of education, experience, and training that totals four years.
2. Five years of progressively responsible experience in contracting/leasing that includes substantive work in the range of DUTIES in this job description to include: (a) drafting solicitations for contracts; (b) analyzing concession or lease revenue and expenses; (c) preparing and analyzing financial forecasts; (d) participating in negotiation of contract/lease agreement terms and conditions with prospective concessionaires/tenants; (e) administering concession and lease contracts to ensure contractor/tenant compliance with the terms of the contract or lease; (f) conducting research and identifying new trends and applicable concession industry standards and business practices in order to evaluate concessionaire proposals; and (g) working with planners, designers, engineers and space utilization

specialists in the review of facility designs to ensure compatibility with, or expand opportunities for, concession revenue opportunities.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ 1 above may be substituted for two years of these five years of experience. For example, a master's degree in any field providing a strong foundation for performance of the DUTIES in this job description may be substituted for two years of experience.

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 parking and/or ground transportation contracting.

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. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

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 to properly draft and conduct contract negotiations on behalf of the Airport and the Airports Authority.
3. Knowledge of financial forecasting and analysis to track, analyze and forecast the performance of assigned contracts.
4. 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 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; creating and analyzing financial forecasts; 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.; and 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.

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. Examples include: briefings to Airport and Airports Authority managers and executives, and negotiating with tenants on contract terms and conditions or modifications/amendments.
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. Examples include: preparing technical content of written reports and materials for decision making, preparing correspondence for the signature of senior Airports Authority managers and 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, to foster full and open competition in contracting and in 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.
11. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), develop reports, and perform or conduct research (Internet use); (b) enterprise systems/software for requisitioning, budgeting, time

and attendance reporting, and other functions; and (c) special systems/software used in the Department.

RESPONSIBILITY Is responsible for drafting and coordinating landside concession solicitations and contracts and tenant leases; serving on or chairing 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 Airport's and the Airports Authority's mission.

Reports to the Manager, Contract Management Division (Supervisor). 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 adherence to guidelines, objectives accomplished, quantity, quality, timeliness, customer service, thoroughness, accuracy, and other factors, including specific performance management requirements.

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 on and off the Airport complex to monitor tenant and concessionaire activities, meet with contractors, attend meetings, and perform other functions. May sit for extended periods while performing desk work. Regularly uses a computer; operates other office equipment. 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 primarily in adequately lighted, ventilated and temperature controlled office and conference rooms but, on occasion, may be required to visit building/facility construction sites to evaluate work in progress; while in the field may be subject to adverse weather conditions and wears hard hat and other personal protective equipment, as

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necessary. May experience some job pressure or frustration from having to produce contract products under deadlines, resolve solicitation disputes, and work to correct poor performance or inadequacies of contractors without the authority of direct control.

OTHER SIGNIFICANT JOB ASPECTS None