



Job Title: FBO General Manager	Department/Shop: FBO
Reports To: V.P. of Operations	Location: Missoula, MT
Supervisory Position: Yes	Travel Required: Yes

Position Summary:

- The General Manager oversees all aspects of the FBO including customer relations, line operations, flight school operations, health, safety, and environmental functions. Plans, directs, and coordinates activities for the sale and provision of general aviation support services such as fuel, hangar and office rental, and P&L responsibility for assigned duties. Manages and directs activities of subordinate supervisors and employees at the location. The General Manager will promote a positive team environment to better serve our customers.

Essential Responsibilities:

- Provide strong leadership and support to functional reports.
- Ensure department managers and other personnel have the resources (including staff capacity, technology, and training) they need to achieve their goals.
- Foster a teamwork oriented, high-performance culture that is customer focused.
- Establish a culture that promotes safety and quality control through daily observations, shift briefings, routine audits, monthly safety meetings, training, and documented safety procedures.
- Establish a culture that promotes customer loyalty by creating an environment of increased employee engagement.
- Perform leadership functions such as conducting annual reviews, making hiring decisions, and managing performance of direct reports, which includes mentoring, and skill development.
- Ensure training and development of employees to improve work performance and maximize employee potential.
- Business growth and development through operational excellence, continuous improvement, and verification.
- Contract review and negotiation, including but not limited to hangar leases, airport leases, fuel supply, equipment, and vendor contracts.
- Develop understanding of the market for the FBO including sales and growth opportunities.
- Conduct ongoing analysis of competition to include selling points, product offerings and pricing.
- Creates new opportunities by developing relationships with customers, tenants, the airport authority, local government, and the local community.
- Develop new business plans with capital requirements and anticipated performance.
- FBO budget preparation, consistent with the goals of the company.
- Prepare the FBO budget with insight for the capability of and opportunities for the FBO.
- Responsible for financial management of base including capital expenditures, forecasting, budgeting, audit performance and expense management.
- Regularly interact with customers and tenants to promote the FBO and the level of customer satisfaction.
- Receive and use customer feedback to constantly develop and improve capabilities and processes.
- Carry out management responsibilities in accordance with the organization's policies and applicable laws.
- Other responsibilities as assigned.

Additional Job Duties and Responsibilities:

- Develop and maintain good relations with the Airport and local government authorities.
- Develop and maintain good relations with the local community.
- Develop and maintain good relations with tenants & customers.
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Knowledge, Skills, and Competencies:

- Ability to think analytically and be a problem solver.
- Ability to communicate effectively with customers and co-workers in a courteous and professional manner.

Required Qualifications:

Any combination equivalent to the following would provide the required knowledge, skills and abilities needed to qualify.

- Bachelor's Degree in Business, Aviation Management, or related years of experience in the field.
- Seven (7) to ten (10) years related experience with at least five (5) years related general aviation management experience.
- Excellent leadership and people management skills.
- Ability to work in a dynamic and fast paced operational environment.
- Analytical thinking, goal-directed leadership, and service-oriented performance.
- Demonstrated ability to develop and motivate personnel.
- Operational decision-making.
- Strong Interpersonal and Communicational skills.
- Knowledge of Microsoft Outlook, Excel, Word, and web-based applications.
- Must be willing and able to relocate to Missoula, MT.
- Must possess a valid driver's license.
- Must be able to pass airport security background check.

Desired Qualifications:

- Experience with IS-BAH certification.

Physical Requirements and Working Conditions:

- 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, to include but not limited to:
- Must be able to lift 50 pounds
- Possible exposure to hazardous noise levels, chemicals, fumes, and machinery
- Outside work in all types of weather conditions
- Stand to greet customers during verbal exchanges, walk throughout the facility to interact with customers



Additional Information:

- This position may require working evenings and weekends, and on scheduled company holidays to accommodate the needs of the customers and employees.

This job description is not intended to be all – inclusive, and the employee will also perform other reasonably related duties as assigned by immediate supervisor/management to fulfill job function or as deemed necessary. Neptune Aviation Services Inc. reserves the right to revise or change position responsibilities as the need arises. This description does not establish a written or implied contract of employment.

Employee Signature: _____

Date: _____

Company Representative Signature: _____

Date: _____

Please send resume to employment@neptuneaviation.com