

**PANAMA CITY-BAY COUNTY AIRPORT AND INDUSTRIAL DISTRICT
NORTHWEST FLORIDA BEACHES INTERNATIONAL AIRPORT**

JOB DESCRIPTION

CLASSIFICATION: Airport Operations Manager

DEPARTMENT: Operations

SUPERVISOR: Deputy Executive Director

EFFECTIVE DATE: October 1, 2025

PAY LEVEL: 114 (\$75,398.16 - \$135,716.69)

PAY CLASSIFICATION: Non-exempt

DEFINITION: Under general direction from the Deputy Executive Director, manages day-to-day airport operations. Responsible for coordinating, through other departments and subordinate staff, regulatory compliance, project coordination, long-term strategic planning, and operational issues relating to the terminal and landside operations. Supervises subordinate staff to, include scheduling and training, in support of overall airport operations. Supervises and participates in the coordination of customer service for the terminal facilities to provide for the safety and convenience of passengers and businesses at the terminal. Provides supervision and support in all aspects of the operation and management of a small hub, commercial airport including, but not limited to; public relations, contract management operational and construction issues, operations budget development, and other projects. Supports administrative and office functions by providing phone and walk-in customer service.

EXAMPLES OF DUTIES: Performs day-to-day activities that are required to keep the airport operating efficiently and effectively. Tasking will be from a wide range of areas requiring analytical and constructive thinking to develop common sense solutions. Compiles and verifies complex and/or technical information. Prepares reports, charts or tables. Evaluates data and makes recommendations based on data gathered and information provided. Researches and assembles a variety of data from office records, resolutions, or orders for incorporation into various reporting purposes. Supports projects by coordinating/assisting in drafting of RFPs, bid documents, solicitations and project related documentation, research and data collection, coordination with tenants, stakeholders, passengers, air carriers and staff. Ensures compliance of FAA Part 139 and TSA Part 1542 regulations. Provides operational support to various departments and supporting agencies. Interaction with the traveling public, terminal and non-terminal airport tenants, and employees. Ensures timely response to e-mail requests, researches information to answer technical questions, and provides customer service while resolving concerns. Assists in the development and maintenance of the computerized filing systems.

Makes use of available tools to ensure efficiency and accuracy of work, analyzes airport's needs, recommends and implements procedural changes. Performs other duties as required.

Supervises Airport Operations Supervisors, Airport Operations Agents, Airport Operations Representatives, and Passenger Information Specialists.

QUALIFICATIONS: Four-year degree from an accredited college or university in the area of aviation management, airport management, business administration, public administration, or similar area, and one to two years of increasingly responsible experience or combination of experience and education at a public service airport facility. Must be able to communicate effectively in both oral and written form. Must possess a valid Florida driver's license.

MISCELLANEOUS REQUIREMENTS: Must pass pre-employment drug testing as well as periodic testing in accordance with airport policy; must pass a 10-year, fingerprint-based, criminal history records check as required by the Transportation Security Administration. Schedule may require shift-work to include evenings, weekends, and holidays to meet the needs of the airport. Subject to emergency call-out.

WORKING ENVIRONMENT: Both indoor and outdoor working environment with exposure to dust and pollen; subject to a variety of extreme weather conditions; exposure to constant noise as well as fumes and odors.

PHYSICAL DEMANDS: 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.

SUMMARY:

Occasionally - Lift/Carry: 20-35 - lbs., Push/Pull: 20-35- lbs., Kneel, Climb, Crawl, Reach above Shoulder and Reach Outward, Drive

Frequently - Lift/Carry: 20 lbs or less., Push/Pull: 20 lbs or less., Bend, Twist/Turn, Stand

Constantly - Hand/Fine Motor Skills, Walk, Sit, Type/Keyboard

DISCLAIMER:

The examples above are illustrative and not intended to describe every function which may be performed by this job class. The omission of specific duties does not preclude management from assigning specific duties not listed, if such duties are a logical assignment to the position.