



Operations Manager Seattle, WA 98108 (Job #BFIOM001)

To Apply: Send your resume to careers@modern-aviation.com (referencing above Job #).

The Company

Modern Aviation (the “Company”) is a, private equity backed, platform company launched in 2017 that is focused on the fixed-based operator (“FBO”) sector. The Company has been rapidly growing through the acquisition of FBO locations and has significant additional committed capital from its sponsors to continue to grow the business through future acquisitions. Modern Aviation’s strategy is to acquire attractive locations and increase EBITDA at these locations through investment and operational and commercial improvements.

Primary Purpose of the Position

The Operations Manager will report to the General Manager and be responsible for the safety, productivity, service levels and overall operational efficiency of the FBO Line Department and Customer Service Department with emphasis on the coordination and effective communication between the two departments.

Essential Functions

- Directly manage all FBO Line Supervisors, Customer Service Supervisors, and indirectly manage other operational employees
- Develop and maintain site practices and procedures that contribute to a safe, profitable, positive, and enjoyable work environment
- Recruit, interview and oversee the hiring of all new team members
- Ensure that departments and personnel have adequate resources and inventory to maintain safe and efficient operations, while facilitating a high level of customer service
- Ensure that all employees are properly trained with appropriate documentation to evidence such training
- Conduct regular performance reviews of direct reports, while counseling, motivating, and disciplining them as appropriate
- Organize periodic departmental meetings and design other communication flows between staff and management
- Initiate emergency and incident response procedures as required
- Lead and direct all service deliveries and provide service recovery when necessary
- Correspond with customers regarding various issues such as tenant relations and transient sales
- Lead and conduct shift briefings with subordinate supervisors and employees
- Ensure base shift scheduling matches customer demand
- Act as company liaison in matters related to the airport community
- Comply with and ensure accountability for Company policies and procedures related to customer service standards and standard operating procedures, including ramp, safety, and security procedures
- Meet, greet, and assist customers with hotel reservations, ground transportation, catering, and other services



- Ensure a culture that promotes safety through daily observations, shift briefings, routine audits, usage of Baldwin SMS, monthly safety meetings, training, and documented safety procedures. Formulate procedures for use in event of aircraft accidents, fires, or other emergencies
- Ensure a culture that promotes customer loyalty by creating an environment of increased employee engagement
- Maintain relationships with vendors
- Oversee GSE and facility maintenance operations
- Conduct accident investigations to determine root causes, including all reporting involved with the incident
- Oversee fuel quality control activities at the base
- Complete OSHA 300 reporting
- May perform tasks such as time and attendance administration and processing new employees

Minimum Qualifications:

- Bachelor's Degree from a four-year college or university or five (5) to ten (10) years of progressive experience in FBO management or related experience and/or training; or equivalent combination of education and experience
- Must possess a valid driver's license
- Must possess strong interpersonal, oral, and written communication skills
- Customer relations skills required

Preferred Qualifications:

- General knowledge of business management and accounting
- Proficient with computers and Microsoft Office products
- NATA Certification
- Demonstrated ramp operations and management capability
- Aptitude in supervising and developing staff
- Good communication skills, both written and oral
- Consistently demonstrates good organizational and leadership skills

Reports to: General Manager

Location: Seattle, WA

Supervisory Responsibility: This job has supervisory responsibilities.

FLSA Status: This position is exempt.

Work Environment: While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is exposed to wet and/or humid conditions including extreme heat and cold; high, precarious places; outside weather conditions and vibration; chemicals including aviation fuels, oils, and lavatory fluid. The noise level in the work environment is usually loud.

Travel: This position requires minimal travel.

Physical Requirements: Must be able to perform frequent walking, sitting, stooping, stretching, bending, reaching, and grasping actions. May be required to work nights and weekends.



EEO Statement: The Company provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Other Duties: Please note this job description is not designed to cover all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Job Type: Full-time

Benefits:

- 401(k) with Matching; Dental Insurance; Health Insurance (company paid for employee); Life Insurance; Paid Time Off; Vision Insurance

Schedule:

- 8 Hour Shift; Holidays; Monday to Friday; Night Shift; Overtime; Weekends