



# Example of Airport Operations Manager Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is hiring for an airport operations manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for airport operations manager

- Maintains current training with respect to technical and supervisory skills by attending training classes, special technical and administration courses, seminars, exhibits and trade shows as necessary
- Coaches, mentors and trains direct reports on Service Centre goals and quality expectations while providing technical assistance and support
- Provides leadership and supervision of the Airport Operations, including training, planning, organizing, staffing, and directing operations staff
- Build a strong airport operations team culture focused on excellent customer service, world-class partner support, safety, security and continuous improvement
- Efficiently manage Capital, operational and G&A expenditure to ensure world-class yet sustainable operating model at Bangalore International Airport
- Spearhead the launch and operations of an Airport Partner Support Centre
- Own high level KPIs for the support centre including DSAT & SLAs
- Direction and development of Hub Manager team, ability to engage frontline Leader and Customer Service Representative population
- Responsible for maintaining a positive employee relations work environment and collaborative relationships with applicable labor groups
- Directs station activities to ensure superior customer service, which includes, mainline, express and partner airlines

- 
- Support the Project Managers and ensure escalated constraints are solved
  - Maintain compliance with all OSHA Health & Safety guidelines, environmental laws
  - Ensure sub-contracted orders are correctly detailed and that the requirements of the contract/order are fulfilled in respect of inspection and quality control
  - Approve payment of vendors' or suppliers' invoices for services or supplies required by Maintenance Department or Planning
  - Facilitate the daily Stand-Up meeting Maintenance Projects with all departments
  - Respond to quality deficiencies in the area for which he/she is responsible, which arise from independent quality audits