

**TBI Airport Management, Inc.
Hollywood Burbank Airport**

Job Description

Concessions Manager

Salary: \$100,000 to \$110,000, depending on experience

Reports to: Director, Business & Properties

Status: Exempt

Schedule: 9/80 (every other Friday off)

General Description

The Concessions Manager is responsible for managing the entire Airport Concessions program at the Hollywood Burbank Airport. Oversees all existing concessions agreements, including Food & Beverage, Retail, Distributed Antenna System (DAS) Wi-Fi, Advertising, and other concessions. Delivers established revenue targets and positions the Airport as a market leader through trendsetting concepts, premium offerings, technology modernization, and a customer-first strategy. Develops a strategy that reflects the Airport's unique passenger mix, ensuring that concessions offerings meet the needs of diverse traveler profiles, while maintaining a consistently excellent customer experience.

Essential Job Functions

Typical Tasks

- Provide daily oversight and management of the Airport's four major concessionaires, including Food & Beverage, Retail, DAS Wi-Fi, and Advertising.
- Provide daily oversight and management of ancillary concessions, including ATMs, luggage carts, vending machines, and brochure displays.
- Conduct periodic auditing of concessions programs to ensure compliance with all contractual requirements, including pricing, branding, tenant improvements, and customer experience.
- Develop and maintain relationships with concessions personnel and other airport stakeholders.
- Coordinate with the Director of Business & Properties and Authority Legal Counsel regarding contract negotiations and enforcement.
- Collaborate with airport staff on special events and customer experience related programs.
- Perform other duties as assigned.

Minimum Qualifications

Employment Standards:

- Graduation from an accredited college or university with a bachelor's degree in a related field

(Business, Finance, Hospitality, Retail, Real Estate, Aviation) 5 years of related experience, and a minimum of 2 years of supervisory experience, or;

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the position, such as those listed above.

License and Special Requirements:

- Possession of a valid California Driver's license.
- Obtain and maintain security clearance as required by TSA regulations.

Supplemental Information

Knowledge of:

- Best practices in the management of a dynamic concessions program.
- Software systems related to property management.
- Budget development, revenue forecasting, and development of rates and charges.
- Computer hardware and software at an advanced level, including Microsoft Office and other complex programs.

Ability to:

- Interpret and enforce complex concessions contracts with varying terms on revenue guarantees, product pricing, and auditing requirements.
- Negotiate complex agreements with a variety of concessionaires with diverse requirements.
- Work in a fast-paced, dynamic environment to meet the expectations of the airport's customer base.
- Communicate clearly, concisely, and effectively, both verbally and in writing, on complex topics of a general or technical nature.
- Make presentations to airport tenants, stakeholders, and at Airport Authority Commission meetings.
- Must be dependable, show initiative, be attentive to detail, and be able to make sound decisions with confidence.
- Prepare written reports, including complex and technical information.

Interested candidates may apply by clicking the link below and completing the online assessments:

<https://www.ondemandassessment.com/o/JB-GQB1FZ2R2/landing?source=HB-Website>