



STATION MANAGER-DEN HUB

POSITION: DEN HUB Station Manager
LOCATION: Denver, Colorado
DEPARTMENT: Customer Service
ACCOUNTABLE TO: Regional Manager

POSITION SUMMARY: Implements daily operation of station activity while providing excellent customer service. Adheres to company policies, procedures, and safety standards in addition to TSA and FAA rules and regulations at all times.

AREAS OF ACCOUNTABILITY/ESSENTIAL FUNCTIONS:

- Provided input to the VP of Customer Service on station operations, operational needs, staffing, equipment and other related needs to operate an efficient station, meet all goals set by VP of Customer Service
- Responsible for interviewing, selecting, and training new Stations Agents, ensure all personnel are proficiently trained in their duties and take responsibilities by working directly with staff. Implement all Company policies and procedures, listen to staff concerns and resolve any issue that arise among staff, build a team spirit among staff and hold daily briefings to keep staff informed of all changes and maintain training records for all personnel according to Company procedures and regulatory requirements
- Responsible for all scheduling, ensuring that station operation has the needed coverage to operate efficiently and effectively within the budget guidelines
- Ensure personnel are in Company issued uniform, and is maintained in a professional appearance at all times
- Set up needed local agreements for lodging, meals, car rental, and baggage deliveries and kennel arrangements. Develop a professional business relationship with vendors, airport and local officials
- Promote customer service and safety at all times
- Interact with all Company departments, furnish information requested from said departments upon request or as soon as obtained
- Other duties as assigned by VP of Customer Service

QUALIFICATIONS/REQUIREMENTS:

Knowledge/Skill/Ability:

- Demonstrate effective management skills
- Able to lead and delegate, communicate effectively
- Ability to work under pressure, handle multiple priorities

Education/Training/Experience:

- High School Diploma or equivalent
- Minimum 2-3 years Airline Management experience
- Must be in good standing with Company

Working Conditions/Physical Requirements:

- Indoors and Outdoors. May stand continuously up to four hours at a time
- Working outside in inclement weather
- Elevated noise level
- Various work schedules to include weekends, evenings, and holidays
- Operating vehicles
- Some travel
- Requires strenuous physical work
- Heavy Physical Demands
- Exert up to 100lbs of force occasionally
- Exert up to 50lbs of force frequently
- Exert up to 20lbs of force constantly to move objects

Other Requirements:

- At least 18 years of age
- Legally authorized to work in the U.S.
- Occasional travel may be required
- May be required to work nights, holidays, and weekends; any shift/schedule as assigned, including required "late" stays due to irregular operations
- Occasional contact with/handling of animals
- Occasional contact with/handling of passenger weapons checked as baggage approved by TSA

PLEASE SEND RESUME TO GLAJOB@FLYGREATLAKES.COM