

Job Detail



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Since 1967, Smarte Carte® has helped millions of people maximize their travel, shopping and entertainment experiences.

Smarte Carte, Inc. is the leading concessionaire of self-serve vended luggage carts, electronic lockers, commercial strollers and massage chairs, as well as other passenger and guest services at more than 1,200 transportation centers, shopping centers and entertainment facilities worldwide.

Job Title: Assistant General Manager

Location: USA-NY- John F. Kennedy International Airport

Job Category: New York-JFK-

Job Type: Full Time – Exempt - Salaried

Date Posted: December 21, 2009

Hours: Scheduled off hours and days as GM to cover airport during high usage periods. Work schedule and assignment are subject to change and may do so regularly.

Description: Our John F. Kennedy International Airport operation is seeking a full-time Assistant General Manager.

Essential Functions:

- Maintain excellent communication and cooperation with hourly employees, other location managers, and facility management. Perform job in an honest, reliable, and a professional manner. Communication and facilitation of all operational concerns to staff and management is the Assistant General Manager's (AGM) priority.
- Drive location sales by effectively managing labor vs. high load capacity via carriers, monitor air traffic and insure proper labor coverage has been accounted for by the terminal managers.
- Review the weekly scheduling of hourly employees and management within the airport by all the terminal managers and insure that plan labor goals are being met. Additionally, supervision of the bidding and assigning of shifts.
- The shift is managed from the terminals, not the office. Movement around the airport is essential. All areas of the airport must be effectively managed; therefore, clear concise information must be relayed to staff and follow up must be conducted to insure expectations are being met. Staff and all locations within the airport must be observed to efficiently manage the business.
- The inspection and oversight of repair of all equipment, including; carts, CMUs, and all cart moving devices is essential for a safe and efficient operation. Proper asset management is required and the AGM must manage the efficient operation of the mech/tech department.
- Accountable for all financial functions in the operation. Proper protocol must be maintained to insure accuracy of all financial data and cash deposits. The AGM must oversee the efficient operation of the financial department.
- Conduct team meetings. Coach and mentor all staff within the operation. The hiring, training, and performance evaluation of both new and existing staff is priority. Proper human resource procedures and techniques are to be executed and direct report to the HR manager and GM are required. All staff is required to be in compliance with company policy and Port Authority of New York and New Jersey (PANYNJ) rules and regulations, it is the AGM's responsibility to insure they do so. Take direction from the HR manager to ensure proper procedures are being followed.

~~ Smarte Carte, Inc. is an Equal Opportunity/Affirmative Action Employer ~~

- At the beginning and end of shifts the AGM must coordinate with all managers from the previous and incoming shifts. Review shift work sheets, maintenance logs, checklists, and sheets from managers. The AGM is responsible for collecting usage (meter reading) data and recording it daily on the company's network file as a tool to compare actual usage and labor vs. forecast and plan. The forecast of usage and labor must be recorded at least 3 weeks in advance as a scheduling tool to be shared with the terminal managers.
- The main phone line for the office may be forwarded to the Nextel radio/phone in the AGM's possession. All calls need to be communicated and handled professionally.
- Learn, practice, and enforce safe work habits thus assuring safety to self, co-workers, airport property, passengers and visitors.
- When required the appropriate measures must be taken to clean any area that is made dirty by the operation of *Smarte Carte, Inc.* This includes, but is not limited to floors and walls.
- Any additional duties as assigned by senior management.

Training Required:

- S.I.D.A. clearance and identification, Quickart certification, cash handling procedures, Direct Connect training, roping procedures, tugger certification, Cushman certification and Ford 450 certification and PANYNJ Escort privileges.
- **DUE TO TSA REGULATIONS – EMPLOYEES OF SMARTE CARTE INC. ARE NOT PERMITTED TO HANDLE PASSENGERS LUGGAGE OR BAGS IN THE CUSTOMS AREA**

Qualifications:

- College Education (BS or BA degree) and upper level management experience required.
- Valid New York State Drivers License
- 2 years successful work experience supervising other managers.
- Physical ability and manual dexterity needed to lift a minimum of 40 lbs. to waist height, apply a force of approximately 75-100 pounds to move up to 15 carts simultaneously.
- Ability to walk and stand for 10 hours a day.
- Ability to pass background/badging requirements and reference checks.
- Ability to work scheduled shift including weekends and holidays.
- Excellent written and verbal communication skills.

Performance is measured by:

- Operational Performance of the Entire Location.
- Financial Performance of the Entire Location.
- Hiring of strong hourly staff, supervisors, and management personnel.
- Attendance and overall work ethic of managers and employees in the location.
- Attitude/ Leadership
- Dependability with regard to establishing, defining, and executing operational goals.
- Quality and quantity of work, of both the individual and the entire staff at the airport.
- Written and verbal communication to both senior management and location staff.
- Safe work habits exhibited by all staff in the operation – including reported accidents & equipment standards.
- Management of theft – both internal and external. This includes detection and prevention.
- Promoting teamwork and motivating staff throughout the operation.

Travel Required

0%

Contact:

Submit resume online, via facsimile to 888-858-5716, or electronically to walzt@smartecarte.com