

**MARKETPLACE WASHINGTON LLC  
GENERAL MANAGER  
JOB DESCRIPTION**

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**1) TITLE:** General Manager

**2) REPORTS TO:** Regional Vice President

**3) JOB DESCRIPTION:**

- a) Manage the day-to-day responsibilities of the retail and food & beverage concession program.
- b) Manage the senior staff personnel to achieve departmental and company goals and objectives.
- c) Develop and manage annual income and operating budgets.
- d) Negotiate all contract service agreements.
- e) Establish and maintain positive relationships with merchants, the Airport Authority and airport stakeholders.
- f) Work with the leasing team to maintain occupancy level and meet required ACDBE goals.
- g) Ensure the implementation and management of the property Risk Management Program.

**4) RESPONSIBILITIES:**

- a) Develop and facilitate the attainment of property goals and objectives.
- b) Lead the staff to the accomplishment of their departmental goals.
- c) Ensure the successful implementation of the Specialty Leasing Program.
- d) Ensure the successful implementation of the Street Pricing Program.
- e) Work closely with the construction manager to ensure all tenant projects are completed in accordance to established schedules.
- f) Supervise marketing and customer service activities.
- g) Serve as day-to-day liaison with Airport Authority staff and manage compliance with all contract requirements.
- h) Maintain compliance with all LDBE and ACDBE requirements.
- i) Maintain timely and effective communications with the corporate office.
- j) Facilitate monthly meetings and reporting with the corporate office and the Airport Authority to provide updates on finances, leasing, construction, operations, marketing and specialty leasing.
- k) Manage accounts receivable at the minimum level possible.
- l) Serve as a key member on the Risk Management Team.
- m) Participate in the Manager on Duty Program.
- n) Manage the property in accordance to FAA and airport Rules and Regulations.

**5) SPECIAL SKILLS:**

- a) Strong personnel management skills.
- b) Excellent organization and time management skills.
- c) Excellent communication skills, both written and spoken.
- d) Proficient computer skills including MS Outlook, Excel, Word and PowerPoint.
- e) Accounting and budgeting skills.
- f) Public relations, advertising and marketing skills and techniques.
- g) General leasing knowledge.
- h) Knowledge of construction and facility maintenance program.
- i) Basic knowledge of Loss Prevention, Safety, and security.

**6) EDUCATION and EXPERIENCE REQUIRED:**

- a) Bachelor's degree.
- b) Professional property management certifications (such as CPM or CSM) are desired.

c) Ten years experience in retail property management, or equivalent experience.