

LOGAN ASSISTANT MANAGER

Job Description

The Assistant Manager for the Logan Airport Concessions Program is responsible for monitoring Concession tenants' operations, customer service, hours of operation, merchandising, lease compliance to ensure that they provide first class appearance and world-class customer service to passengers. The Assistant Manager is also responsible for ensuring that the common areas are maintained in a clean, sanitary and safe condition.

Overall Responsibilities

- Coordinate the day-to-day operation of Logan Airport's Concessions Program.
- Maintain all areas of responsibility a timely, efficient, and smooth manner.
- Manage concessions operations for compliance with policies and procedures, and relevant operational, safety & security regulations.
- Participate in manager-on-duty-program, ensuring on-site coverage during concessions' primary operating hours.
- Provide oversight of all contract services within Terminal(s).
- Conduct operational and food safety inspections as required.
- Assist with training and safety programs.
- Engage in the Risk Management Committee and process at all levels.

Specific Responsibilities

- Program: Oversee the concessions maintenance and inspections program; Execute special assignments as may be given from time to time.
- Inspections: Conduct and accurately record required inspections and resolve violations and deficiencies.
- Risk Management: Serve as key member of the Risk Management Committee; Ensure tenant compliance with Cyber-Security protocols.
- Create and prepare internal and external reports on Sales, Revenue, and Operations.
- Tenant Relations: Maintain effective relationships with tenants, contractors, the Authority, and tenants; Respond to tenant operational issues, problems and requests, including after-hours alerts and emergencies.

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- Coordinate tenant unit openings and closings.
- Conduct tenant manager orientations.

Areas of Expertise

- Strong interpersonal and personnel management skills and exceptional organizational and time management skills.
- Ability to motivate, train and communicate information to others.
- Ability to make good decisions quickly and be flexible.

Required Education and Experience

- Relevant degree or diploma from an accredited post-secondary educational institution.
- Current ServSafe Certification
- At least three years of experience in restaurant management or relevant facility operations management.
- Thorough knowledge of restaurant, shopping center, or facility operations, budgeting and housekeeping standards and practices.
- Familiarity with relevant OSHA regulations and state and local ordinances is a plus.