

FBO Assistant General Manager

Job Location

NY/NJ, Northeast, United States

Description

A distinguished private-aviation organization is seeking an experienced and operationally driven **FBO Assistant General Manager** to support a high-service, customer-focused fixed-base operation in the NY/NJ market.

This key leadership position will work closely with the General Manager and department leaders to deliver exceptional service, safe operations, strong financial performance, and a professional team culture. The FBO Assistant General Manager will be both a strategic contributor and hands-on operational leader, with responsibility for passenger service, ramp operations, fueling coordination, staffing, employee development, budgeting, compliance, and business growth.

Responsibilities

- Support and oversee daily FBO operations, including passenger services, ramp operations, into-plane fueling, third-party fueling, ground handling, and equipment readiness
- Partner with the General Manager on budgeting, P and L performance, variance reporting, expense control, resource allocation, operational planning, and business-development initiatives
- Provide visible leadership and support to department managers, supervisors, and frontline employees while fostering a customer-focused, high-performance team culture
- Ensure safe, secure, and compliant operations in accordance with company standards, airport requirements, health-and-safety practices, and applicable regulatory requirements
- Build and maintain positive relationships with aircraft owners, flight crews, corporate customers, airport representatives, vendors, and other internal and external stakeholders
- Assist with contract review and negotiation, including hangar leases, fuel-supply agreements, equipment needs, airport arrangements, and vendor contracts
- Lead employee-relations efforts through effective communication, coaching, performance management, recognition, corrective action, and professional documentation
- Partner with the General Manager and Human Resources team to recruit, train, mentor, develop, and retain high-performing associates
- Monitor attendance, uniform standards, PPE requirements, equipment-condition reporting, and employee readiness to ensure a polished and reliable operation

Qualifications

- Bachelor's degree in Aviation Management, Business Administration, Hospitality Management, or a related field preferred
- Five or more years of progressive leadership experience within an FBO, private aviation, airport services, luxury hospitality, or comparable high-service operating environment
- Strong knowledge of private-aviation operations, ramp services, ground handling, customer-service standards, budgeting, operational planning, and financial management

- Proven ability to lead customer-facing teams in a fast-paced, time-sensitive, safety-focused environment
- Strong leadership, communication, organizational, interpersonal, coaching, problem-solving, and critical-thinking skills
- Current U.S. work authorization required for this opportunity

Job Benefits

- A competitive compensation package, including salary, benefits, potential bonus opportunity, professional development, and a future path toward General Manager responsibility, will be offered based on qualifications and experience

Contacts

Qualified candidates are encouraged to apply confidentially

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