

<https://ssirecruiting.com/job/fbo-general-manager/>

FBO General Manager

Job Location

NY/NJ, Atlantic Northeast, United States

Description

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

Reporting directly to the Executive Vice President, this FBO General Manager will lead a team of approximately 45 associates and hold full responsibility for the operation's service delivery, safety, financial performance and team culture. This senior leadership role combines strategic vision with hands-on operational leadership, overseeing passenger service, ramp operations, fueling, staffing, employee development, budgeting, compliance and business growth.

Responsibilities

- Provide overall leadership and direction for all FBO operations, including passenger services, ramp operations, into-plane fueling, third-party fueling, ground handling and equipment readiness
- lead and develop a team of approximately 45 associates, including: department managers, supervisors and frontline employees, while building a customer-focused, high-performance culture
- Own the FBO annual budget, P and L performance, forecasting, variance reporting, expense control and resource allocation
- Partner with the Executive Vice President on strategic planning, growth initiatives, capital needs and long-term operating goals
- Ensure safe, secure and compliant operations in line with company standards, airport requirements, health-and-safety practices and applicable regulations
- Build and maintain strong relationships with aircraft owners, flight crews, corporate customers, airport authorities, vendors and other key stakeholders
- Lead contract review and negotiation including hangar leases, fuel-supply agreement, equipment purchases, airport arrangements and vendor contracts
- Drive business development efforts to grow: fuel volume, hangar occupancy, based-aircraft relationships and overall revenue
- Partner with Human Resources to: recruit, train, mentor, develop and retain high-performing associates
- Oversee employee relations, performance management and recognition
- Maintain high standards for: service, appearance, uniforms, PPE, equipment condition and overall readiness

Qualifications

- Bachelor's degree in Aviation Management, Business Administration, Hospitality Management or a related field, preferred
- Seven or more years of progressive leadership experience in an FBO, private aviation, airport services, luxury hospitality or comparable high-service environment, including senior-level operational responsibility
- Proven P and L, budgeting and financial management experience
- Strong knowledge of private-aviation operations, ramp services, ground handling, fueling, safety and regulatory requirements

- Demonstrated success leading large, customer-facing teams in a fast-paced, time-sensitive, safety-focused environment
- Excellent leadership, communication, negotiation, relationship-building, problem-solving and decision-making skills
- Current U.S. work authorization required for this opportunity

Job Benefits

- Competitive compensation package, including salary and benefits
- Bonus opportunity
- Professional development

Contacts

- Qualified candidates are encouraged to apply confidentially

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