



**UNCLASSIFIED JOB OPPORTUNITY  
CUSTOMER EXPERIENCE MANAGER**

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- Open To:** Members of the Public who meet the minimum educational and experience requirements listed below.
- Location:** Connecticut Airport Authority, Bradley International Airport - Windsor Locks, CT.
- Job Posting No:** CAA11142018
- Hours:** Normal Schedule Monday to Friday - 8:00 a.m. to 4:30 p.m. (40 hours per week)
- Salary Range:** \$89,871.00 - \$134,806.00
- Closing Date:** December 5, 2018 (Extended to December 12, 2018)

**Position Summary:** As a member of the Connecticut Airport Authority (CAA) management team, this position is responsible for developing the airport customer experience program with a focus on implementing strategies and initiatives designed to enhance best-in-class customer service, satisfaction and loyalty.

About the Connecticut Airport Authority:

The CAA owns and operates Bradley International Airport as well as 5 General Aviation Airports throughout the state of Connecticut and employs approximately 150 people. The CAA generates over \$70 million in annual operating revenues and directs an annual operating expense budget in excess of \$65 million. CAA Administrative offices are located at Bradley International Airport in Windsor Locks, CT.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include, but are not limited to the following:

- Under the leadership of the Deputy Executive Director (Administration), develops and implements strategic direction and plans for an airport-wide customer experience program.
- Develops customer experience strategies, including journey mapping, to identify opportunities for program optimization and innovation.
- Monitors industry trends and expectations in customer experience programs and makes recommendations to CAA management for new or expanded initiatives.
- Develops metrics to track customer satisfaction with the goal of strengthening the Bradley brand. This will include leading market research, facilitating focus groups, and monitoring customer surveys.
- Works closely with other CAA departments, tenants, concessionaires, and outside agency partners to develop customer satisfaction benchmarks, employee training guidelines and standards.
- Leads CAA efforts to ensure all staff and partner employees receive customer service training to ensure that a positive customer experience is valued and maintained.
- Leads, builds, and maintains cross-functional relationships, and teams with CAA units and outside agency partners to accomplish customer service goals.
- Ensures customer service initiatives are aligned with CAA's overall branding initiatives.
- Responsible for developing terminal entertainment programs designed to engage and enhance the passenger journey.
- Serves as one of the CAA Public Information Officers.

**SUPERVISORY RESPONSIBILITIES:** Manages customer experience staff as assigned.

**QUALIFICATIONS:** To perform this job satisfactorily, an individual must be able to perform each essential duty satisfactorily and independently. The requirements listed are representative, but not necessarily all-inclusive of the knowledge, skill, and/or ability required:

- Considerable interpersonal skills and the ability to interact with airport partners including airlines, consultants and contractors, tenants, lessees, businesses, state, federal, regional and local officials and other departments within the CAA.
- Considerable knowledge of the principles and practices of customer service programs and/or hospitality.
- Knowledge of, and ability to think strategically, and to develop and implement an organization-wide vision for customer service.
- Knowledge of, and ability to conduct market research and customer surveys.
- Knowledge of, and ability to apply management principles and techniques.
- Knowledge of, and ability to apply conflict resolution principles and techniques.
- Experience in developing budgets and managing contracts.
- Considerable oral and written communications skills.

An individual serving in this position must be able to successfully undergo a thorough background and security screening, including being fingerprinted, drug screening and maintain required security clearance during the duration of employment.

#### **REQUIRED EDUCATION/EXPERIENCE:**

- Bachelor's degree from an accredited college or university in Aviation Management, Business Administration, Communications, Public Relations, Hospitality or a related field.
- Five (5) or more years of professional experience in an airport, hospitality, or corporate customer relations role.
- Experience leading customer experience/satisfaction initiatives at an organizational level.
- Experience managing and guiding business transformation processes.
- Experience leveraging the latest technology to improve customer experience.

#### **SPECIAL REQUIREMENT:**

This position is on-call 24/7/365 and may be required to respond to emergencies, weather related events, as well as providing weekend management coverage throughout the year.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Walking throughout the terminal to visit tenants and other business partners.
- Prolonged sitting and viewing a computer monitor.
- Visiting other CAA-owned and operated properties as related to duties and responsibilities.
- Miscellaneous travel to other state, federal, business partner, or other sites as necessary to effectively perform the duties and responsibilities of the position.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Climate controlled office environment at the State's largest commercial airport
- Airport environment where high levels of security are maintained
- Duties may require exposure to the elements and various modes of transportation

**Application Instructions:** Interested and qualified candidates who meet the above requirements should submit a CAA Employment Application (located at: <http://www.ctairports.org/wp-content/uploads/2016/06/CAA-Employment-Application-as-of-May-2013-Version-2.pdf> ), a letter of interest, and a resume to the address below. **State of Connecticut employees** should also submit the previous 2 service ratings and previous 12 months' attendance records.

**The Connecticut Airport Authority  
334 Ella Grasso Turnpike, Suite 100  
Windsor Locks, CT 06096  
Email: [Careers@ctairports.org](mailto:Careers@ctairports.org)  
Fax (860) 623-0241**

*Application packages must be received or be postmarked by the close of business on December 5, 2018 (extended to December 12, 2018) in order to be considered for this position.*

**THE CAA IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**