

**TBI Airport Management, Inc.
Hollywood Burbank Airport**

Job Description

Air Service Communications Associate

Reports to: Marketing Communications and Air Service Development Manager

Status: Non-Exempt

General Description: Under the direction of Marketing Communications and Air Service Manager, supports functions of airport marketing communications and air service development by applying highly proactive research, development, and presentation skills.

Responsibilities:

- Provides airport-wide marketing communications support and is an integral part of a highly collaborative communications team that partners with departments and audiences throughout the organization, as well as business community and community-at-large.
- Assists Marketing Communications and Air Service Manager with information and presentations provided during air service development communications with air carrier representatives.
- Participates in on-going communication with air carriers.
- Researches and monitors marketing communications trends to determine effective applications for the airport.
- Assists in the development of content for the Airport's multiple communications vehicles, with emphasis on video production. Coordinates regularly scheduled onsite visits from media (broadcast, digital, print) members to promote airport and latest features, amenities, etc.
- Represents airport at regularly scheduled presentations for airport promotional/informational purposes to local economic development organizations.
- Proactively reaches outside the organization to research and bring in additional resources which will enhance best practices for customer experience.
- Pursues on-going self-development and education within the field.

Minimum Qualifications:

Employment Standards:

- College degree in Marketing, Communications, Journalism, Public Relations preferred
- Minimum of 1-3 years of related experience. Experience and training in journalism, public relations, social media, and video production is preferred.
- Ability to work in a team environment that emphasizes creativity, self-direction and active decision-making.

Licenses and Requirements:

- Valid Driver's License
- Obtain and maintain security clearance as required by role and TSA Regulations

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Requirements:

Proficiency of:

- MS Word, PowerPoint and Outlook.

Ability to:

- Travel for business for several days at a time
- Excellent written and oral communications skills, ability to convey information with accuracy and creativity; strong attention to detail.
- Demonstrated interest and experience in video storytelling. Capacity to generate story ideas and develop narrative arcs across various platforms.
- Ability to balance creativity with organizational and procedural excellence.
- Maintain a positive attitude with the ability to interact with all levels of staff and management.
- Excellent interpersonal skills with staff, airline representatives, passengers, and various stakeholders.
- Serve as an example of customer service excellence in all situations.

How to Apply: Complete online assessments and upload resume by clicking here:

<https://www.ondemandassessment.com/link/index/JB-BKV49UL44?u=137146>

Deadline to Apply: Friday March 15, 2019

TBI Airport Management is an Equal Opportunity Employer