



Director, Air Service Development

The ACAA's Director, Air Service Development will report to the Vice President, Air Service and Commercial Development, provides leadership and strategic execution to the air service development team. He/she will be responsible for developing and implementing market strategies to support the retention and acquisition of air services.

Here is how the Director, Air Service Development will help:

- Direct and lead the Air Service Development team;
- Ensures the holistic success of airlines passenger and cargo routes from PIT;
- Initiate and maintain in a front-facing role productive client relationship management strategies and tactics with existing carriers, airports, aviation organizations, local business and related organizations, with a stake in air travel, to increase the use of PIT;
- Lead the monitoring of industry trends, legislative and economic factors that have potential to disrupt existing air service at Pittsburgh International Airport (PIT) and Allegheny County Airport (AGC) to make recommendations for business solutions and/or action plans;
- Utilize internal relationships to provide seamless account management, a united front to customers and ultimately enable the ability to quickly respond to customer requests or escalations;
- Lead account conversations with key internal partners to evaluate account performance, develop short- and long-term strategies and discuss/act upon optimization opportunities;
- Formulate creative business strategies and presentations to retain passenger services and air cargo services through data and economic support information;
- Direct the research and analysis process related to macroeconomic factors affecting passenger service and cargo services at PIT;
- Partner with the Communications and Brand department to develop marketing materials that promote passenger and air cargo services at PIT;
- Establish and develop short and long-range goals and processes for air service development projects by identifying and prioritizing development opportunities that aligns with industry benchmarks, economic data, and regional priorities;
- Exceed customer expectations via responsiveness, providing insights, marketplace knowledge, resolving business and technical issues;
- Direct the development and implementation of customer care plan to ensure clients are satisfied with our products and services;



- Engage Pittsburgh and regional passenger and air cargo communities through unique programs;
- Provide support and development to employees through performance management, coaching, training, motivation, and discipline;
- Perform other related tasks as assigned or required

The successful candidate for the role of Director, Air Service Development will demonstrate the following key competencies needed in our culture:

- Communication – Able to clearly articulate short-term vision, department goals and objectives; Collaborate effectively with peers; Able to communicate policy and strategy to team members.
- Strategic Thinking – Able to determine short-term outcomes and give guidance on how to meet goals; Able to direct and deliver plans to achieve efficient, on-time results.
- Team Builder – Able to direct and implement project objectives through “one team” approach; Focused on developing team; direct work of team through leadership and accountability; Makes informed decisions.
- Customer Centricity– Leads team to identify and improve customer experience; Directs and implements improvements that positively impacts most stakeholders.

Qualifications

The following requirements list the ***minimum*** education/training/experience required to qualify for this job. An equivalent combination of education and/or experience may be accepted.

Preferred requirements to apply for the role of Director, Air Service Development are:

- Bachelor’s degree in business administration, economics, marketing, aviation management, or a related field from an accredited four-year college or university.
- Five (5) years related experience at the managerial level; air service development or supply chain management experience a plus.
- Possess or obtain prior to employment a valid Pennsylvania Class C driver’s license. Note: license must be maintained throughout employment.

We also expect that candidates will demonstrate the following knowledge, skills, and abilities in most cases:

- Ability to use Microsoft Office applications including Word, Excel, and Power Point



- Extensive knowledge of domestic and international passenger service and air cargo service industries;
- Strong ability to work under tight deadlines;
- Knowledge of the principles, practices and techniques of marketing and salesmanship;
- Knowledge of airline economics, cargo statistics, government and airline databases;
- Demonstrated project management, organization, and delivery skills;
- Ability to work cross-functionally;
- Ability to travel independently both domestically and internationally;
- Ability to use Microsoft Office applications including Word, Excel, and PowerPoint as well as Salesforce;

Don't meet every requirement?

Studies have shown that women and people of color are less likely to apply to jobs if they don't meet every single qualification. As a Smarter Airport, we recognize that talent is not always related job history and skills come from valuable experiences that aren't always shown on a resume. If you are excited to make a positive change for our region, but your experience doesn't align perfectly, we encourage you to apply. You may be the right candidate for our organization, whether it be this role or another.

Caring For Our Crew

At ACAA, we've got you covered. That applies to how we equip, empower, and enable our people to do their jobs. It also applies to our benefits, which are broader and more valuable than what many other employers offer:

- We offer two plan options for healthcare coverage from high-quality insurance carriers, as well as an ACAA-funded Health Reimbursement Account (HRA) that will help offset the cost of many medical expenses.
- *ACAA employees pay almost \$1,200 less per year in healthcare payroll contributions than the average employee in other companies, according to market surveys.*
- *When HRA funding is included, the health-plan deductibles paid by ACAA employees are about \$1,200 lower on average than the costs paid by employees of other companies.*
- *ACAA does not require that employees meet a separate deductible for pharmacy expenses before prescription-drug coverage kicks in.*
- ACAA's dental plans (included with healthcare coverage) offer an option covering children's orthodontia.



- Employees also can take advantage of a Flexible Spending Account (FSA) to help pay for health care and dependent care expenses on a pre-tax basis.
- All eligible full-time ACAA employees participate in the Allegheny County Employees Pension Plan, a defined benefit plan that vests after 10 years of service.
- Employees also may participate in a Deferred Compensation Plan, which allows them to contribute part of their pay on a pre-tax basis into long-term retirement investments.
- A robust Employee Assistance Program (including access to free counselling sessions, financial guidance, and care coordination), life insurance options, a wellness program, and eligibility for the Public Service Loan Forgiveness program round out ACAA's exemplary benefits.
- Employees may enroll their children from 6 weeks to 5 years of age in our on-site preschool and childcare center, La Petite Academy, at Pittsburgh International Airport.

About Allegheny County Airport Authority

The Allegheny County Airport Authority, which manages Pittsburgh International Airport (PIT) and Allegheny County Airport (AGC), is committed to transforming Pittsburgh's airports to reflect, connect and serve the community, inspire the industry and advance the region's role as a world leader.

Pittsburgh International Airport serves nearly 10 million passengers annually to 63 direct routes. PIT's CEO Christina Cassotis has been recognized for numerous leadership awards. In 2025, she was named Pittsburgher of the Year by Pittsburgh Magazine.

PIT recently opened a new, modernized pre-security terminal and Terminal Garage, designed for and by the people of the Pittsburgh region. This new airport represents more than a decade of planning, preparation and work from the ACAA team. It serves as the region's front door to the world, connecting the world to Pittsburgh and Pittsburgh to the world.

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.



While

performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and depth perception. Must be able to understand and speak clearly, in English.

CONDITIONS

While performing the duties of this job, the employee is occasionally exposed to fumes and outdoor weather conditions for airfield work. The employee is regularly exposed to a moderate noise level in the office work environment and is occasionally exposed to very loud noise level when giving tours and other escorting on the airfield. May be subject to work both inside and outside regardless of weather conditions. Subject to remain on duty beyond normal hours or be recalled to duty up to 24 hours per day, seven days a week during emergency situations or other extensive periods.

MEDICAL EXAMINATION

Employment is contingent upon the results of a post-offer (initial employment or promotion) physical examination performed by the Authority's examining physician.

DRUG TESTING

Employment is contingent upon the results of a post-offer (initial employment or promotion) drug screening. Continued employment may be subject to drug and alcohol testing conducted without advance notice and without individualized suspicion.

PRE-EMPLOYMENT BACKGROUND INVESTIGATION

Must pass a thorough investigation, consisting of a criminal history check (including but not limited to the requirements of CFR 1542.209 and 1542.3), verification of prior employment and performance, reference and credentials checks.

ACAA is an equal-opportunity workplace. We will consider all qualified applicants for employment without regard to race, color, religion, age, sex, disability, and veteran status.