

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

Job Description

Communications Specialist

Reports to: Director, Communications and Air Service

Salary Range: \$75,000 - \$82,000 annual

Schedule: Full-time. 9/80 work schedule. Opportunities for hybrid remote work.

General Description: Supports functions of airport's internal and external outreach by applying exceptional planning, organizational, and presentation skills in the areas of Communications, Customer Experience, and Public Relations

Responsibilities

- Provide Airport-wide communications support as an integral part of a highly collaborative team that partners with departments and audiences throughout the organization, as well as the community-at-large
- Carry out ongoing, simultaneous tasks and projects of varying degrees of complexity
- Coordinate community relations programs and events by:
 - Engaging volunteers and participants. This includes recruitment and management of stakeholders
 - Handling logistics for program/event execution from planning to completion
 - Closely collaborating with other airport departments in preparation for program/event
 - Research, gather content, and produce related communications

Programs include, but not limited to:

 - Pet therapy program
 - Airport Academy
 - Airport public art
 - Customer experience survey
 - Internal and external newsletters
 - Airport hosted PR events
- Make external promotional/informational presentations on behalf of the airport
- Attend and participate in community events as a representative of the organization
- Monitor brand compliance and correct as needed
- Pursue on-going self-development and education within the field
- Other duties as assigned

Employment Standards

- Required: Associate's/Technical Degree or equivalent combination of education and related experience
- Preferred: Bachelor's degree - Communications, Public Relations, Marketing, Journalism
- Minimum 3 years related experience in communications or project coordination/management
- Ability to work in a team environment that emphasizes creativity, self-direction and active decision-making
- Outgoing, friendly, respectful personality willing to work with stakeholders in person beyond phone and emails

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- Ability to drive for business to meetings, events beyond airport site
- Moderate physical effort, including considerable walking and occasional lifting to 25 lbs. limit

Skills Set

- Advanced written and oral communications skills focused on accuracy and accountability
- Advanced proficiency in MS Word, PowerPoint, Outlook
- Intermediate knowledge of social media content generation, engagement, and data analysis
- Exceptional interpersonal skills with various stakeholders across airport community
- Approach assignments using standards of organizational and procedural excellence
- Serve as an example of customer service excellence in all situations
- Strong attention to detail
- Able to multi-task and prioritize projects and assignments

Licenses and Requirements

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

TBI Airport Management is an Equal Opportunity Employer

Interested applicants may apply by clicking the link below and completing the online application:

<https://www.ondemandassessment.com/link/index/JB-4G8M33HCL?source=HBWebsite&u=137146>