



## JOB OPPORTUNITY ANNOUNCEMENT

**TITLE:** Manager Passenger Services **GRADE:** Exempt

**REPORTS TO:** Managing Director, Passenger Services

**DEPARTMENT/DIVISION:** Passenger Services and Facilitation/Office of General Counsel

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### PASSENGER SERVICES

A4A Passenger Services executes on policies developed by the A4A Passenger Council and develops voluntary industry standards where uniform industry practices enhance customer service and drive industry efficiencies. The A4A Passenger Council coordinates several industry programs and provides liaison with relevant International Air Transport Association (IATA) committees and other organizations, within and outside the airline industry, to develop worldwide voluntary standards and practices. This includes, but is not limited to:

- facilitating the development of procedures that enhance the passenger experience, improve efficiencies and reduce costs, such as the adoption of innovations in digital technologies and implementations to streamline the passenger process.
- gathering comments and input from member airlines on proposed government regulations that impact airline procedures and delivery of customer services, such as the DOT passenger protection and accessibility regulations;
- ensuring Members understand government regulations and amend procedures as required for compliance;

Current projects include procedures to address disruptions in interline journeys, eliminating the need for paper tickets/documentation and incorporating new ticketing and baggage information technologies.

### DUTIES & RESPONSIBILITIES:

- Work with members on the development of voluntary standards for ticketing, baggage, reservations and self-service procedures.
- Manage, together with IATA, airline industry committees that develop data exchange standards for reservations, departure control systems, baggage, and messaging using XML.
- Manage the publication and promotion of the data messages and schemas which are produced from the standards setting groups.
- Facilitate implementation of data messages and schemas that enable efficiencies and cost savings for A4A members.
- Liaise with relevant internal and external groups to ensure proposed implementations are in line with industry initiatives, e.g., regulatory requirements for TSA/DHS/eBorder/CBSA and third countries regarding PNR PUSH/AQQ/API.
- Assist in the publication of the A4A Trade Practice Manual.
- Develop and coordinate consensus policy positions and proposed solutions to regulatory and legislative issues that would impact members.

- Build industry coalitions to further advocacy of key A4A/member objectives.
- Establish and cultivate relationships with other associations such as IATA, ACI-NA, ACI-World, TSA, CBP and others.
- Provide technical and operational support to various internal departments such as Government Affairs, Security, Safety and Operations to include development of position papers, briefing documents, testimony preparation, council activities and other related activities.
- Provide a forum for members to share and benchmark best practices and industry performance metrics.

#### **QUALIFICATIONS:**

- Four year college degree or equivalent experience.
- Three years of experience working in the travel industry, with a focus on procedures for baggage, reservations and/or ticketing, common-use technology, operations and/or airline systems.
- Excellent communication and interpersonal skills and ability to interact with senior stakeholders.
- Ability to facilitate meetings and advocate positions on behalf of A4A members in a professional, positive, manner.
- Ability to manage multiple industry groups and ability to concisely summarize meeting outcomes.
- Position requires a service-oriented mentality, strong leadership skills, high sense of ownership of tasks with a focus on managing and resolving issues.
- Ability to work after-hours or on weekends (on or off site) to support senior management.
- Frequent overnight international travel required.
- Must work well as part of a team as well as possess the ability to work independently.
- Must be detail oriented and extremely organized with excellent planning skills.
- Familiar with innovative technologies such as RFID and NFC.
- Computer literate and proficient in MS Word, Visio, Excel and PowerPoint.

#### **COMPETITIVE BENEFITS:**

A4A offers a choice of medical plans, plus free life, dental and vision coverage to employees and their dependents. New employees are immediately eligible to join the 401k plan, with matching contributions. Eligible employees may take advantage of airline travel privileges and a tuition reimbursement plan.

#### **HOW TO APPLY:**

Interested applicants should send cover letter, resume and salary requirements to [hr@airlines.org](mailto:hr@airlines.org) using JOA# 17-03 in the subject line.

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