



JOB OPPORTUNITY ANNOUNCEMENT

JOA #: 26-12

TITLE: Managing Director, Passenger Facilitation

DIVISION/DEPARTMENT: Security and Facilitation

REPORTS TO: Vice President, Security and Facilitation

DATE: 09/15/2026

GRADE: Exempt

POSITION SUMMARY:

The Managing Director (MD) for Passenger Facilitation is responsible for leading and coordinating A4A's strategic approach and industry positions on global passenger facilitation, cross-border and customs arrival processes, procedures, regulations and resources to ensure the smooth, secure and efficient movement of travelers through an airport. The MD works in close partnership with key U.S. government stakeholders (e.g., CBP, DHS, CDC, DOS and DOT), other trade associations and multilateral organizations (e.g., IATA, ACI-NA, NAAC, AAPA and ICAO) and across other departments within the A4A organization. This role drives best practices and industry standards related to passenger facilitation, promotes alignment and consensus among member airlines on operational priorities and strategic initiatives and serves as the representative and voice of the industry. The position resides within A4A's Security and Facilitation Department and reports to the Vice President for Security and Facilitation. Working in close partnership with member airlines, regulators and industry partners, the MD is responsible for identifying new and emerging issues and concerns with regulatory and legislative proposals, developing consensus industry positions and proposing solutions and influencing policy and implementation of regulatory initiatives relating to passenger processing by customs and border control agencies.

DUTIES & RESPONSIBILITIES:

- Lead, develop and represent A4A member passenger facilitation priorities and interests in support of the A4A strategic goals and objectives before the CBP, other government agencies, industry organizations and key stakeholders.
- Provide strategic leadership and subject matter expertise on passenger facilitation matters to advance A4A initiatives and support related technical priorities on behalf of member airlines.
- Lead the A4A Passenger Facilitation Council and related work groups, including agenda development, meeting planning and coordination.
- Liaise with DOT and IATA to attend and participate in the ICAO Facilitation Panel and IATA Control Authorities Working Group (CAWG), respectively, to advocate for industry issues, standards and recommended practices with international impact.
- Build strong relationships with A4A members, industry partners, governmental entities and other stakeholders to develop coalitions, achieve consensus positions and advance departmental priorities.
- Serve as a subject matter expert and provide cross-functional support for other A4A departments.
- Develop industry comments and support federal rulemaking and other advocacy efforts related to operational issues.

QUALIFICATIONS

- Experience executing aviation facilitation policies, programs, and procedures at an air carrier, with a government agency, association or equivalent experience.
- 5+ years of industry or government experience working on issues impacting passenger facilitation.
- Knowledge of U.S. Customs and Border Protection, their regulations and the international equivalent regulations / IATA security standards / ICAO Annex 9.
- Knowledge of airport and airline operations.
- Diplomacy in dealing with regulators / strategy development / communication with senior level leadership.
- Demonstrated ability to lead and motivate diverse teams, to work effectively with government and industry stakeholders to achieve consensus outcomes.
- Strong written and verbal communication skills, including the ability to develop and deliver impactful messages to a variety of audiences.
- Proven ability to manage complex projects, meet deadlines and fulfill commitments successfully.

- Bachelor's degree required, preferably in a related field.
 - Strong computer skills required, including proficiency in Microsoft Office Suite.
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WORK ENVIRONMENT:

If approved by the department supervisor, A4A employees have the option to work from home on Fridays. All employees are expected to work in the office Monday through Thursday.

SALARY INFORMATION:

The annual salary range for this position is \$180,000 to \$200,000. Typically, new hires are brought into the organization at a salary between the minimum and midpoint for the role, depending on experience, qualifications and internal equity.

COMPETITIVE BENEFITS:

Choice of medical plans plus free life, dental and vision coverage. 401(k) with matching contributions, airline travel privileges, a tuition reimbursement plan and 12 weeks of fully paid parental leave.

HOW TO APPLY:

Interested applicants should send a cover letter, resume and salary requirements to hr@airlines.org, attention JOA#26-12.

Equal Employment Opportunity