



JOB ANNOUNCEMENT

Project Administrator, SR

Chicago Department of Aviation

Customer Service Division

Number of Positions: 1

Starting Salary: \$101, 436.00

The Chicago Department of Aviation (CDA) owns and operates one of the world's busiest airport systems, comprised of O'Hare and Midway International Airports. Together, Chicago's airports offer service to more than 260 nonstop destinations worldwide, serving more than 105 million passengers each year, and generating more than \$60 billion in annual economic activity for the region. The footprints of both airports continue to expand as major capital development programs are underway. These programs, known as O'Hare 21 and the Midway Modernization Program, are designed to increase capacity and connectivity of Chicago's airports over the next decade and throughout the 21st century. The CDA is self-supporting, using no local or state tax dollars for operations or capital improvements at either airport. For more information, visit www.flychicago.com.

ESSENTIAL DUTIES:

- Oversee customer information services program across O'Hare and Midway International Airports, leading a team of over 30 employees and various contracted employees to provide best-in-class customer service.
- Serve as contract liaison for airport social service contractor, including directing work and ensuring contract compliance.
- Train and manage line-level managerial staff to supervise front-line customer service staff and to complete various projects.
- Liaise with various internal and external stakeholders to execute customer service initiatives.
- Oversee data collection from various customer service surveys; analyze data and provide monthly reports to senior staff.
- Analyze and utilize TSA and passenger throughput data to make strategic decisions regarding information desk staffing and other initiatives.
- Manage annual program budget, including forecasting, planning, and payment execution.

- Initiate new projects to improve the passenger experience across both airports.
- Function as a senior level position executing additional projects for Customer Service section on behalf of the Deputy Commissioner and Assistant Commissioner.

Additional duties may be required for this position.

Location: Chicago Department of Aviation
O'Hare International Airport – Terminal 2
10510 W. Zemke Road, Chicago
Shift: Monday – Friday
Hours: 9:00 AM – 5:00 PM

“This is not a remote position.”

OTE: Must be flexible to early and/or late meetings and occasional weekends.

NOTE: This is a 24/7 on-call operation, based on operational needs.

NOTE: The candidates selected for hire must pass an airport background check and a Security Threat Assessment.

NOTE: This position requires a valid driver's license at the time of hire.

THIS POSITION IS EXEMPT FROM THE CAREER SERVICE

Qualifications

MIMIMUM QUALIFICATIONS: Graduation from an accredited college or university with a bachelor's degree in business or public administration or a field of study directly related to the responsibilities of the position, plus five years of project management work experience, or an equivalent combination of education, training and experience.

SELECTION REQUIREMENTS: This position requires an applicant to successfully complete an interview. The interviewed candidate(s) possessing the qualifications best suited to fulfill the responsibilities of the position, based on the interview and assessment, will be selected.

ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.

The City of Chicago in an Equal Employment Opportunity and Military Friendly Employer.

City of Chicago
Brandon Johnson, Mayor

Applications for this position will be accepted until 11:59pm CDT on April 17, 2024.

Here is the link to the City of Chicago website:

<https://chicago.taleo.net/careersection/100/jobsearch.ft!?lang>

[Job Search - Basic Search - Taleo](#)

FOLLOW THE STEPS BELOW TO VIEW THE OPEN POSITION AT THE CDA

1. Visit flychicago.com/jobs or click the link above.
2. Click on the current open position at CDA.
3. Select the position – **Projects Administrator O’Hare and Midway**

Projects Administrator (Both)

\$101,436.00

Job #394497

04/03/24 - 04/17/24

1. The applicant must create a Candidate Profile to apply for the position. Once a profile is set up, the applicant will receive email alerts for new positions in the area of interest.
2. A job posting will remain online for a minimum of 14 business days.
3. All information must be completed on the application. The following documents should be attached (resume, cover letter, and transcripts.)