



## TCR Group – Station Manager (JFK-New York)



### Station Manager

#### The Opportunity

The **Station Manager (JFK)** will lead the launch and operational management of North America's first fully electric Ground Support Equipment (GSE) pooling operation at JFK's New Terminal One (NTO). This strategic leadership role will oversee commercial, operational, personnel, and administrative functions, implement fleet management strategies, ensure stakeholder satisfaction, and optimize operational processes to support a sustainable and innovative ground handling environment. The Station Manager will be the key stakeholder manager of this initiative, working closely with New Terminal One, the pool users (handlers) and TCR management. The person in this role will be the expert in GSE pooling operations.

#### Reporting Structure

The Station Manager will report into the Managing Director for North America. The Station Manager will manage the JFK Workshop Manager as well as the Pooling Coordination team and admin support team.

#### A snapshot of what you will be doing here

##### Safety:

- Active implementation and roll-out of safety culture (zero-harm) in operations.
- Day-to-day safety of TCR operational teams, partners and other airport stakeholders.

##### Operations:

- Lead the development of Standard Operating Procedures (SOPs) for the pooling model, ensuring high standards of safety, sustainability, and efficiency.
- Oversee the daily operations of the electric GSE pooling service to ensure safety, service quality, and operational excellence with the support of the JFK Workshop Manager.
- Develop and implement best-in-class operational processes to support business needs and financial models.
- Foster a service-oriented, accountable, and agile team environment rooted in TCR's core values: Passion, Integrity, Accountability, and Open-Mindedness.

##### Fleet and Asset Management:

- Maintain and oversee a fully electric GSE fleet, ensuring operational readiness, safe operations, and compliance with TCR and OEM maintenance standards with the support of the JFK Workshop Manager.
- Ensure best-in-class asset management, including data accuracy in fleet management systems.
- Provide expertise in equipment operations, including vendor and contract management.
- Assess equipment damage, determine responsibility, and manage chargeback processes.

##### Stakeholder Management:

- Act as the primary liaison with ground handling companies at NTO, the New Terminal One management team, and internal TCR stakeholders (both in NAM and Brussels HQ).

- Proactively manage relationships and coordinate regular stakeholder communications to align operational priorities and service level expectations.
- Maintain a distinct customer focus for both internal and external stakeholders.

#### **Financial and Commercial Management:**

- Support budget planning and operational cost control for pooling services.
- Collaborate with regional operational and commercial teams to develop tailored strategies supporting profitability and service excellence.
- Ensure contractual KPIs are properly reported on and met
- Drive and implement operational efficiency initiatives aligned with strategic financial objectives.

#### **Project Management and Strategic Growth:**

- Support, define and implement the TCR Americas strategy in line with the group strategy.
- Lead the implementation and growth of the JFK pooling operation, managing project milestones, risk assessments, and stakeholder engagement.
- Support future pooling opportunities at JFK and the wider North American region and act as the regional GSE Pooling subject matter expert.

#### **We are looking for an individual who:**

- Bachelor's degree in Aviation Management, Business Management, Logistics, Supply Chain, Engineering, or a related field, or equivalent operational experience.
- Required experience in operational roles within the aviation industry, including Airports, Airlines, Ground Handlers, or Airport Service Providers.
- Demonstrated success managing multiple operational projects with strong organizational, time management, and problem-solving skills.
- Strong leadership and team development abilities, including experience facilitating operational excellence and change management.
- A results-oriented, analytical and proactive approach, complemented by a dynamic personality.
- Capable of working autonomously and taking initiative.
- Proficient in Microsoft Office (Excel, Word, PowerPoint) and familiar with computer-aided maintenance management systems (CMMS/ERP), and resource planning and allocation software (Inform, Sabre, etc).
- Excellent written and verbal communication skills in English; strong ability to engage with diverse stakeholders at all levels.
- Leadership abilities, including team facilitation, vision communication, delegation, change management, conflict resolution, and direction.
- Ambition to expand personal responsibilities and the development of the team in a fast-paced, international setting.

#### **Certifications**

- Valid driver's license.
- Ability to obtain and maintain required badging for JFK Airport.

#### **Work Environment and Physical Requirements:**

- **On-Site Presence:** This role requires a primarily on-site presence to manage safety, oversee teams, maintain customer relationships, and monitor equipment.
- **Emergency Flexibility:** The position requires flexibility to be on-site as needed for urgent safety or

operational issues.

#### ♥ Why You'll Love Working with Us:

- **Be Part of a Thriving International Team:** Join a successful, growing company where you'll be valued and empowered to make an impact.
- **Quick Decision-Making and People-First Culture:** Work in a company that prioritizes its people and supports fast, effective decisions.
- **Growth-Focused Environment:** Enjoy opportunities for professional development and career advancement.
- **Competitive Salary and Benefits:** We offer a competitive salary based on experience.
- **Our Comprehensive Benefits Include:**
  - Health, Dental, Vision, STD/LTD, and Life Insurance, Employee Assistance Program (EAP)
  - Generous Vacation and Sick Leave, plus a 401K with matching contributions
  - UNLIMITED REFERRAL BONUSES – because we know great people know great people!

#### **Our company**

At TCR Group, we are committed to revolutionizing the aviation industry by providing integrated solutions for Ground Support Equipment (GSE). Our services include GSE rental, leasing, and maintenance. With headquarters near Brussels and a team of approximately 1700 employees, we operate globally across over 200 airports in America, Europe, Asia Pacific, and the Middle East. Our dedication to excellence makes us a trusted partner for customers worldwide.

#### **Do you think we could be a match? We look forward to meeting you.**

If you are passionate about customer service, enjoy close attention to detail, and thrive in a collaborative environment, we invite you to apply for this exciting role.

Please note: We kindly request that agencies and recruiters refrain from contacting us regarding this job posting.