

AIRPORT OPERATIONS INTERN

**Location: Wilmington Airport (ILG)
New Castle, DE**

Hourly Rate: \$16.00 (Undergraduate Student) \$18.00 (Graduate Program Students)

Opening Date: December 17, 2025

Closing Date: February 17, 2026

I. POSITION SUMMARY

The internship program is for college students or recent graduates interested in pursuing a career in Airport Management, Administration and Operations with a focus on the operations and management of a commercial service airport, including airside and landside operations, airport finances, property management and marketing functions primarily at Wilmington Airport (ILG).

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop knowledge of airport regulations, including airport rules and regulations, Airport Security Program (ASP) requirements, and airport certification standards.
- Assist with and document facility and airfield compliance inspections which may include working various shifts.
- Participate in airfield construction planning and coordination activities.
- Input operational data into systems, ensuring accuracy and completeness for analysis and review.
- Assist with the documentation and record-keeping of airport operational events (Irregular Operations), delays, incidents, and other significant occurrences.
- Review and update airport operations manuals, department policies and Standard Operating Procedures (SOPs)
- Provide the highest level of customer service and professionalism to all internal and external customers
- Conduct peer surveys of similar airports in the region, including review of Fees and Charges and operational practices
- Assist with air carrier customer service terminal and landside activities.

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- General knowledge of airport operations and/or business practices
- Ability to work as part of a team and collaborate with internal and external stakeholders to ensure operational efficiency.
- Experience with Microsoft apps such as Word, Excel, PowerPoint, Outlook, Teams, SharePoint, OneDrive, etc.
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. REQUIRED EDUCATION AND EXPERIENCE

- College students or recent graduates majoring in an Aviation or Business Management degree program. Junior or senior year students preferred.

V. LICENSES, REGISTRATIONS AND/OR CERTIFICATIONS

- Valid driver's license

VI. ADDITIONAL REQUIREMENTS

- Subject to a background investigation including a TSA-based Criminal History Records Check (CHRC), and pre-employment drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution

The Delaware River & Bay Authority is an Equal Opportunity Employer (EOE).
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