



## LEAD CHANGE AND MAKE AN IMPACT IN CANADA'S BIGGEST CITY



The Toronto Port Authority, doing business as PortsToronto, operates the Billy Bishop Toronto City Airport, the Port of Toronto and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront for all to enjoy.

If you're looking for a great position and a chance to make an impact, PortsToronto has the following full-time, challenging opportunity awaiting you:

### **DIRECTOR, AIRPORT PROGRAMS AND BUSINESS OPERATIONS**

#### **POSITION OVERVIEW**

The Director, Airport Programs and Business Operations is responsible for oversight of various programs such as guest relations, retail outlets, food and beverage vendors and any other services as may be implemented from curb to atrium. This role works closely with other airport directors and extended corporate functions. A large focus is on revenue generation and financial sustainability of these product offerings for all passengers, partners and other stakeholders. This role reports to the Vice President, Airport.

This position has senior level responsibility within the airport management team for overall planning, organizing and coordinating airport programs, and leading initiatives around service and revenue, and supporting the Vice President, Airport to meet business goals and best airport practices.

**General duties and responsibilities include, but are not limited to:**

#### **BUSINESS OPERATIONS:**

- Develop and maintain annual revenue budgets that considers aeronautical and non-aeronautical revenues, aligns to passenger and business forecasts and the Airport Business Plan; and operational expense budgets that align with the Strategic Plan and Airport Business Plan.

- Support the development of a 10-year capital expenditure plan, prioritizing investments based on substantiated business cases.
- Act as the point of contact for financial updates, contract administration, and budget monitoring
- Review, revise, manage, maintain, and effectively publish the aeronautical charge regime, including commercial and general aviation charges, and ancillary service charges.
- Identify and maintain a register of Airport service contracts, and in conjunction with Legal and others, negotiate new contracts as required which include service level agreements.
- Maintain all airport statistics and provide all required monthly, quarterly, and annual reports to both internal and external parties
- Identify revenue generating opportunities, with supporting evidence and research, make recommendations to the Vice President, Airport for inclusion into the Airport Business Plan.
- Manage airport administrative functions in their current form, with a view to identify and implement efficiencies, tools, and processes, and/or reallocate the tasks to other areas as appropriate.

#### **PROGRAM LEADERSHIP:**

- Lead, develop, and/or maintain various airport programs, including but not limited to ACI Airport Service Quality (ASQ), ACI Carbon Accreditation, ACI Customer Service Accreditation, ACI Health Accreditation, Slot Program, and CBP Preclearance
- Liaise with Airport Directors, PortsToronto resources, and external stakeholders to monitor and control performance of existing programs
- Identify needs for future airport programming, and recommend potential program frameworks based on the Strategic Objectives or industry trends.

#### **QUALIFICATIONS:**

- Post-secondary education with a focus in aviation/airport operations management and/or business management.
- Minimum ten (10) years direct experience in airport programs and/or business operations.
- Experience with fiscal management, preparing and controlling budget expenses.
- Demonstrated ability to manage programs and projects
- Incident Management System IMS 200 and 300 are assets.
- Experienced and able to plan and create strategic, long reaching initiatives, as well as oversee and/or operationalize projects and initiatives.
- Superior interpersonal skills, able to interact with all levels in a professional, positive manner, able to building trusting relationships and be a team player.
- Solid leadership ability managing, coaching and developing direct reports, experience in a unionized environment an asset.
- Excellent, effective communication skills, both oral and in written format, creating and delivering business presentations or training sessions.
- Able to influence, collaborate and negotiate cross functionally, as well as with external stakeholders to achieve results.

- Strong decision making skills, including strategic and critical thinking abilities.
- Effective at problem solving, negotiating resolutions and conducting root cause analysis with a goal towards ongoing improvements.
- Proficient computer skills with Microsoft Office products.

Working knowledge of the following would be considered assets:

- ISO9001 Quality Management
- Canadian Aviation Regulations (CARs), Part III - Aerodromes and Airports; and Security
- Aerodrome Security Measures
- Land Use in the Vicinity of Airports, TP 1247
- Airport Zoning Regulations
- Safety Management Systems
- Noise Management, ICAO Annex 16

**Qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to: [careers@portstoronto.com](mailto:careers@portstoronto.com).**

In the Subject Line state: **DIRECTOR, AIRPORT PROGRAMS AND BUSINESS OPERATIONS**

We thank all applicants for their interest. Only applicants selected for an interview will be contacted.

**PortsToronto is an equal opportunity employer.**