



## 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.

If you're looking for a great career and a chance to make an impact, PortsToronto has the following exciting opportunity awaiting you:

### **AIRPORT RESPONSE AND COMPLIANCE OFFICER (BILINGUAL)**

#### **Billy Bishop Toronto City Airport (BBTCA)**

Reporting to the Airport Duty Manager, the Bilingual Airport Response and Compliance Officer is responsible to monitor airport flow and report any issues to the Airport Duty Manager. The position is the primary responder to all safety, security, operational efficiency and customer issues in both official languages, English and French.

The position ensures that all airport stakeholders, both airside and groundside, operate in a safe and efficient manner and ensure compliance with all applicable legislation, regulations, policies and procedures in the operation and management of daily operational activities. This position will provide back up in the absence of the Airport Duty Manager.

Some of the key responsibilities for this position include, but are not limited to:

#### **Airport Response and Reporting**

- Respond to customer inquiries, complaints or any response requiring service in French and English.
- Conduct spot checks to verify Restricted Area Identification Cards (RAICs) and Airside Vehicle Operators Permits (AVOP)

- Respond to Aviation Security incidents, such as a Security Breach, for the purpose of ensuring regulatory compliance and investigation and reporting.
- Respond to accidents/incidents, involving aircraft, vehicles and people for the purpose of investigation and reporting.
- Conduct initial investigations, interviews and written statements, preparing reports, initiating corrective and response action.
- Interact with the traveling public and provide outstanding customer service
- Assume the Incident Commander position when Fire and Emergency Services stands down their operation

### **Airport Enforcement and Compliance**

- Produce coherent Programs, Plans, SOPs and training documentation.
- Monitor and enforce airport operations on a 16/7 basis to ensure compliance with PortsToronto policies and Procedures, Canadian Aviation Security Regulations (CASRs), Transport Canada TP312, FOD program, Airside Vehicle Operations Permit Program, Airport Traffic Directives, Traffic on Landside of Airport Regulations, Taxi/Limousine operations.
- Monitor Airport Construction sites to ensure compliance to the construction plan.
- Complete random compliance inspections of aircraft engine idle and high power runs
- Initiate corrective action regarding Ground Support Equipment (GSE) parked improperly
- Monitor hazmat spill clean-up
- Participate in Ferry IRROPs activities. i.e. “Off the Wall Operations”.
- Conduct routine foot patrols of Passenger Terminals and tunnel
- Routinely liaise with G4S security both airside and groundside
- Ensure positive interactions with CATSA and CBSA to ensure operational flow
- Provide safety and security support through planned activity inspections for the identification of suspicious persons and/or packages
- Ensure BBTCA’s compliance with all applicable legislation, regulations, policies and procedures in the operation and management of daily operational activities.

### **QUALIFICATIONS**

- *Fluent in both official languages, English and French, Oral and Written*
- Post-secondary education with a focus in aviation/airport operations, and regulatory compliance
- Minimum 2-5 years’ experience directly in Airport Response and compliance, operations, planning and tracking preferred.
- Customer service focused, able to interact with all levels in a professional, positive manner
- Excellent communication skills both oral and written in both official languages
- Able to compose correspondence, reports, conduct analysis and prepare professional documentation
- Highly organized, possessing a solid ability to plan and follow up
- Possess sound judgement and the ability to effectively problem solve and/or escalate accordingly
- Resourceful self-starter, able to work independently and within a team environment
- Able to handle a variety of projects and produce work with a high degree of accuracy and attention to detail
- Able to multi-task, manage and meet deadlines and adapt easily to change
- Intermediate computer skills with Microsoft Office products

### **PARTICULAR REQUIREMENTS FOR THIS ROLE**

- Valid Ontario Class “G” Driver’s License.
- Transport Canada Aviation Security clearance or able to obtain in 3 months
- Possess an Aeronautical Radio License or able to obtain in 1 month
- Possess a D AVOP permit or able to obtain in 2 month
- Standard First Aid Certificate an asset
- Complete the Canada Boat course.

**KNOWLEDGE: Possesses substantial understanding of:**

- Airside and Groundside Operations
- Traffic on Landside of Airport Regulations
- Transport Canada TP312 – Aerodrome Standards
- Transport Canada Airport Zoning Regulations Transport Canada Aviation and Marine Security Regulations
- Airside Vehicle Operators Program
- Airport Construction Programs
- Airport Emergency Response procedures
- Snow and Ice Removal Plan
- Training Techniques
- Enforcement and Compliance Techniques

**NOTE: This position works rotating shifts from 0600 – 2330 6 days per week, with 3 days off.**

**SPECIAL CONDITIONS**

- Criminal record check will be conducted on hire
- Must possess the ability to obtain a Restricted Access Identification Card
- Credit check will be conducted on hire
- Annual Driver's License validity check, as applicable

We offer a challenging and rewarding place to work, and provide our employees with excellent benefits and a positive work environment.

**Interested and 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) on or before June 5<sup>th</sup>, 2016.**

In the Subject Line, please quote: **AIRPORT RESPONSE AND COMPLIANCE OFFICER (BILINGUAL)**

We thank all applicants for their interest. However, only applicants selected for an interview will be contacted.

PortsToronto is an equal opportunity employer.

*To learn more about PortsToronto and the exciting work we are doing to be a city-builder and transform Toronto's waterfront, please go to [www.portstoronto.com](http://www.portstoronto.com)*