



Bouygues Energies and Services Canada Limited is the facilities management arm of the Bouygues Group in Canada. With successful projects and operations around the globe, we established our Canadian presence in 2008 and are currently active in British Columbia, Ontario and Manitoba.

Manager, Airport Support Services

To apply, please send your resume together with a covering letter explaining why you feel you are suitable to:

Brittany Mann, CPHR
Human Resources Generalist
Bouygues Energies & Services

Email: brittany.mann@bouygues-es.ca

Posting date: March 14, 2018

Closing date: March 23, 2018

An exciting opportunity is available for a Manager, Airport Support Services to ensure the continuity and quality of our service delivery on-site and to be the primary on-site "go-to" interface between WAA (Winnipeg Airports Authority) staff, visitors and management. This position is located at the Winnipeg James Armstrong Richardson International Airport.

Reporting to the Key Account Director, you will ensure the effective delivery of the company's contractual commitments, operational staff, budget and performance of services and contribute to the contract by maintaining a close liaison with WAA to ensure day to day requirements of the contract are met and a positive customer experience is had by all.

As the Manager, Airport Support Services, you will:

- Understand the contract between ByWA (Bouygues Energies and Services and Winnipeg Airport Services joint venture) and WAA - primarily the staffing levels required in each department and client expectations surrounding ISO procedures and work instructions
- Create and monitor work schedules and overtime usage and absenteeism, understand optimal staffing by utilizing full-time and part-time employees to meet staffing requirements
- Establish and participate in monthly client contract meeting and bi-weekly procedure meetings.
- Produce an overall contract budget and be responsible for actual performance against the approved budget taking remedial action when applicable.
- Actively promote the development of professional codes of practice and legislated requirements in order to align organizational and local business needs as well as the highest standards of customer care.
- Develop excellent communication and relationships at all levels with the team, the client organization, customers and the wider community.
- Work with Human Resources to recruit, select, manage, motivate, appraise and develop staff to maintain the highest standards of professionalism and customer service and to achieve the highest standards of personal contribution by all.
- Coach employees and participate in shift briefings, weekly meetings with staff and recognize employees for their efforts
- Recommend corrective actions and solutions to quality and health and safety incidents
- Monitor and deliver Key Performance Indicator (KPI) results on a monthly basis applying strategies for improvement.

With post-secondary education and previous experience in a field related to Airport Operations, you have strong business acumen with previous budgetary experience and responsibility circa \$2 million per annum. As a strong leader with excellent people and decision-making skills, you have the ability to develop new insights into situations, question conventional approaches and encourage innovations from your staff to provide excellent customer service within a highly regulated environment.

In return, we offer an attractive salary and benefits package according to the skills and experience you can bring.

**BOUYGUES ENERGIES AND SERVICES CANADA LIMITED IS CONTINUALLY
WORKING TOWARDS BEING AN EQUAL OPPORTUNITIES EMPLOYER.**