

**Hamilton International Airport Limited immediately requires a:****Director, Operations****Summary of Duties:**

The Director, Operations is responsible for the short, medium and long-term growth and daily operations of Hamilton International Airport. They manage the Airside Operations, Environmental, Maintenance, Facilities, Emergency Response Services, Terminal and groundside Operations teams. They are responsible for developing and/or recommending and implementing operational policies and procedures, budgets, and current as well as long-range strategic plans. Ensure an ongoing program of capital investment and maintenance, and an effective program of liaison with key constituent groups to ensure that the airport's interests are coordinated with relevant stakeholders.

**Specific Duties:**

Provide input to the preparation of a long-term strategic plan as well as an annual business plan for Hamilton International Airport, meeting specific negotiated operating performance objectives.

Provide input and counsel as a member of the Executive Team.

Ensure that Hamilton International Airport operates safely and efficiently, complying with all regulations and policies as well as contractual obligations while applying modern best practices in airport management. Ensure that Hamilton International Airport processes passengers expediently, through improved facilitation, to ensure a positive inbound and outbound terminal experience.

Directly responsible for the implementation and day to day oversight of the Safety Management System at HIA.

Ensure the development, review and maintenance of operating policies, systems, procedures and plans required to maintain airport certification as required by regulatory and legislative bodies with jurisdiction over airport operations.

Respond to appropriate inquiries from government officials, media, and the public concerning activities at Hamilton International Airport.

Provide overall leadership to all operational employees, promoting and maintaining strong employee morale. Establish high expectations for all employees with regard to the Corporate Values – Take Action, Be Innovative, Show Respect, Act Safe and Be Friendly and Have Fun.

Manage relationships with senior representatives of various key constituents including our business partners, airlines, vendors, sub-concessionaires, consumer groups, the business community and various levels of government and local communities.

Provide support to the management of commercial arrangements with air carriers, concessionaires, and suppliers and ensure that they are mutually beneficial, economically.

Liaise effectively with project teams, overseeing the significant capital improvement projects at the airport, ensuring that these are executed to operating requirements and that they are on time and on budget.

Provide command and oversight of airport emergencies, heightened security situations, and severe weather operations.

**Qualifications:**

Completion of a bachelor's degree, or equivalent combination of education and experience, and a record of accomplishment with a minimum of 10 years' successful operations/ commercial / marketing experience, preferably in an airport and airline environment is required.

Must possess a proven track record for making things happen, influencing change, taking calculated risks and acting as a major catalyst in a customer-focused environment.

Must have proven leadership skills, excellent communication (interpersonal & presentation) capabilities and a strong understanding of cross-cultural differences.

Previous management experience in a complicated operational environment with a focus on providing excellent customer service.

Diploma in Airport Management and Operations would be an asset.

Proficient with Microsoft office programs.

Highly developed time management skills and proven organizational skills.

Strategic thinker and planner.

Demonstrated ability to maximize performance while also fostering a spirit of teamwork and cooperation among staff.

Must have excellent interpersonal skills with the ability to deal with a wide variety of stakeholders.

Ability to obtain and maintain the appropriate level of Airport Security Clearance.

Applications should be forwarded to: Human Resources Department  
Hamilton International Airport Limited  
9300 Airport Road, Suite 2206  
Mount Hope, Ontario  
LOR 1W0  
By E-mail: [hr@flyhamilton.ca](mailto:hr@flyhamilton.ca)

While we appreciate all applications, we can only respond to those considered qualified for next steps in the recruiting process. All applications must be received by **Tuesday, August 25, 2015**.