



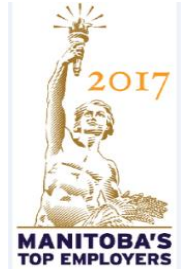
WINNIPEG  
AIRPORTS AUTHORITY

## Manager, Airport Operations (3 positions)

### The Organization

The Winnipeg Airports Authority (WAA) is a community-based, non-share capital corporation that operates, manages, maintains and invests in the Winnipeg James Armstrong Richardson International Airport and affiliate businesses. Operating on a multi-site property, the WAA is responsible for airport operations, security, facilities, parking, ground transportation and communications.

With an ever-expanding airport campus, WAA is a critical player in the development of one of Canada's strategic transportation hubs. As a perennial "Top Manitoba Employer", the WAA prides itself as an organization that attracts engaged employees with the right skills, in the right place, and at the right time. <http://www.waa.ca>



### The Opportunity

Reporting to the Director, Operations, the Manager, Airport Operations will be responsible for managing the overall operational integrity of the airport, all airport processes and associated systems, all WAA personnel on shift, as well as overseeing various contracts associated with baggage handling, airport operations, customer service and security.

### Responsibilities include:

- Overall responsibility for day-to-day operations, including supervision of direct reports & contracted service providers that contribute to airport operations, including, but not limited to: Custodial Services, Customer Care & Security Services, Parking Services, People Moving Devices, & Airport Operations Support Services;
- Direct and manage day-to-day maintenance of facilities, maintaining passenger facing service level standards and arrangements for urgent and emergency repairs or service by internal or external sources;
- Oversee the development and implementation of corporate business initiatives;
- Establish and maintain strong relationships with key decision makers in client organizations to foster good working relationships and an understanding of airport issues;
- Provide guidance and leadership to staff, consultants and others in WAA on matters relating to operations;
- Monitor the performance of airlines, tenants, concessionaires and other to ensure adherence to WAA policies and programs;
- Direct and manage emergency situations and irregular operations, activate and manage the Emergency Operations Centre as required. Serve as internal communications hub for all disruptions to business in emergent circumstances;
- Develop business strategies and plans to drive improvements to operational efficiency and customer satisfaction;
- Leverage internal resources to support and lead analyses related to terminal optimization, business case development, performance measurement, asset utilization and best practices;
- Fiscal and budget responsibility, managing licenses and contracts;
- Enforce and otherwise ensure compliance with applicable regulations, including Canadian Aviation Regulations, Aerodrome Security Measures, etc.

### Selection Criteria include:

- University degree and/or college diploma in aviation management and/or equivalent years of experience;
- Ability to work 24/7/365 rotational shifts;
- Budgeting and cost management skills;
- Superior oral and written communications;
- Interpersonal skills and the ability to collaborate with cross-functional business partners to achieve results;
- Leadership experience, with an emphasis in leading large teams;
- An enthusiastic and optimistic outlook, with a focus on achieving positive outcomes in spite of challenges and a dynamic environment;
- The ability to motivate others to achieve goals and objectives in a time-sensitive environment;
- Resourcefulness and the ability to manage multiple initiatives with strong prioritization skills;
- Experience managing staff;
- Thorough knowledge of airport operations;
- A commercial pilot's license would be an asset.

**Condition of employment is the ability to obtain and maintain an Airport Restricted Area Identification Card.**

Send your resume and cover letter, indicating your salary expectations, quoting **Project 17 - 014** in the subject line

by closing date **September 6, 2017** to: [jobapplications@waa.ca](mailto:jobapplications@waa.ca)



Winnipeg Airports Authority, Human Resources, 249 - 2000 Wellington Ave,

Winnipeg, MB, R3H 1C2, Fax: 204-987-9105

The WAA is an employment equity employer; aboriginal persons, women, visible minorities and individuals with disabilities are encouraged to self-declare in their covering letter.