

# Manager of Airside/Groundside Services

Reporting to the Airport Manager, this position is responsible to ensure the integrity and efficiency of daily airport operations, which includes managing irregular operations (IRROPS) and emergency situations. The responsibilities also include day of compliance to Aviation Safety and Security regulations.

This role is management oversight for the Operations/SMS Coordinator and Airport Maintenance team.

## PRIMARY RESPONSIBILITIES

- Coordinate, and manage all activities of airport staff, which includes airside and groundside operations.
- Manage the staffing level to ensure sufficient airport staff is on duty to perform operations, including generating the staffing schedule and authorize vacation and lieu time off.
- Issue Notice to Airmen (NOTAMS) when required. Monitor the daily transmission of NOTAMS as pertaining to the daily operation of the Niagara District Airport.
- Monitor maintenance and/or construction projects and programs, and the general day to day maintenance of the facility, including potential hazards to airport employees and the public; arrange for urgent or emergency repairs or service by internal or external sources.
- Monitor the performance of airlines, tenants, concessionaires and others to ensure their adherence to Niagara District Airport and other Federal policies and programs, etc.
- Monitor and manage compliance with Canadian Aviation Regulations (CAR's), Aerodrome Security Measures,

## Airside/Groundside responsibilities;

- Ensure adequacy of protective security measures leading to the primary security line and the security perimeter fencing to prevent unauthorized entry to the airside or other restricted areas of the airport.
- Monitor weather reports to determine potential of "Off-the-Wall" operations and prepare for irregular operations.
- Inspect Airside/Groundside and Terminal Facilities, floors, washrooms, garbage bins and windows to ensure a clean and professional airport facilities.
- Provide Airport Vehicle Operators Program (AVOP) training and testing that will lead to the issuance of "DA" license for the apron or "D" license for driving on aircraft manoeuvring areas.
- Monitor and manage Safety Management Systems and Wildlife Control procedures. During winter operations, timely monitor and report runway conditions and manage snow removal operations both airside and groundside.
- Complete or review all reports, forms and logs pertaining to operations activities on assigned shifts for accuracy and completeness, including Aircraft Movement and Surface Condition Reports, Canadian Runway Friction Index Reports, incident/accident, WSIB, daily shift reports, etc.

- Manage emergency situations and irregular operations, activate and manage the Emergency Co-ordination Centre (ECC) as required and adhere to proper emergency call-out procedures.
- Order operating supplies as required.
- Host operations briefings with major stakeholders as required.
- Respond to complaints from staff, air carriers, tenants, concessionaries and the general public.
- Working with the Operations/SMS Coordinator on incident / Accident investigations for Root Cause and recommendations for corrective actions.
- Preparation of staff reports for the Airport Manager.

## QUALIFICATIONS

- Post-secondary education with a Certificate or Diploma Aviation Management, or accreditation by the International Association of Airport Executives (IAAE)
- An equivalent combination of schooling, training and experience will be given consideration.
- Minimum five (5) years direct experience in airport operations, airline operations or other related fields of airport management
- Minimum two (2) years leadership experience directly managing people, in a matrix organization with multiple operations preferred
- Outstanding customer service orientation, with the ability to diffuse tense situations
- 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 and non unionized environments considered an asset
- Excellent, effective communication skills, both oral and in written format, creating and delivering business presentations
- Able to influence, collaborate and negotiate cross functionally, as well as with external stakeholders to achieve results.
- Strong decision making skills and effective at problem solving and negotiating resolutions
- Proficient computer skills with Microsoft Office products
- Excellent time and project management, organized, possessing a solid ability to plan and follow up
- Able to multi-task, manage and meet deadlines and adapt easily to change
- Valid Class 'G' drivers license is required, DZ an asset
- Ability to be on standby call with the airport as and when required

### **Condition of Employment:**

**The candidate must be in possession of, or have an ability to obtain:**

A Transportation Security Clearance

An Airside Vehicle Operators Permit

An Industry Canada Radio Licence within 30 days

Valid First Aid & CPR Certification

Firearms Possession & Acquisition Licence

**Qualified candidates are asked to forward their resume in confidence to:**

Len O'Connor

Niagara District Airport, Airport Manager

P.O. Box 640, Virgil, Ontario, L0S 1T0

EMAIL: [loconnor@niagaradistrictairport.ca](mailto:loconnor@niagaradistrictairport.ca) Telephone No.: (905) 684-7447 Ext. 11

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