

Job Opportunities

Supervisor, Airport Terminal Operations & Customer Experience

Career Opportunity

Date of Posting: December 3, 2021

Hours of Work: 35 hours per week

Location: Region of Waterloo International Airport, 4881 Fountain St N, Breslau

Supervisor, Airport Terminal Operations & Customer Experience –

One (1) Full Time

In accordance with the Region of Waterloo's Mandatory COVID-19 Vaccine policy, new Region of Waterloo employees are required to be fully vaccinated, (valid medical or Ontario Human Rights Code exemptions permitted), against COVID-19 as a condition of employment.

Join us in pushing the boundaries of what is possible.

Regional Council has a bold and compelling vision to build a world-class community. At the Region of Waterloo, we work towards that vision on a daily basis and strive to improve the lives of all 630,000 residents by delivering critical, high-quality and inclusive services.

Achieving Council's vision of world-class requires employees who can collaborate, innovate and adapt as the needs of our community continue to evolve.

This is a place where employees are valued and recognized for their talents and contributions to our success. Our employees take pride in making a difference in people's lives through the work that we do. We are looking for people like you to help make it happen.

Learn more about why you should work for the region

Your role:

In this supervisory role within the Planning, Development and Legislative Services Department, you will provide leadership and guidance to a team of professional airport terminal operations specialists.

The work that is to be expected includes the supervision of:

- The delivery of effective direct customer service and terminal operations
- The maintenance of public facing airport information resources
- Coordination of RAIC applications for completion/approval by airport management and Transport Canada

The role will also include developing day-to-day security post orders, as well as a customer experience strategy, including practices, frameworks, and a standardized response process to ensure consistent, accurate, prompt, courteous service, per corporate service guidelines. You will apply the customer life-cycle to airport operations, practices, and processes and design surveys or other tools/data/methods to collect, track, and understand the customer experience as well as respond to escalated customer issues.

As Supervisor, Airport Terminal Operations & Customer Experience you will liaise with vendors, airlines, contracted services, and agencies to resolve issues, communicate information/changes, and ensure supports to their operations, and remain current with airport/airline business and customer service industry knowledge.

Backs up some of the duties of the Manager, as required.

Bring your experience:

If you have knowledge and skills normally acquired through a related degree such as Business Administration, Communications, or Public Relations, we would love to hear more about you and talk to you about the role.

Apply your knowledge, skills and abilities:

To assume the role of Supervisor, Airport Terminal Operations & Customer Experience, you will have a profile that reflects the following strengths:

- Knowledge and skill in customer service management, project management, and data analysis and interpretation.
- Knowledge of and ability to comply with policies, procedures, collective agreements, and legislation/regulations (e.g., Transport Canada, Canadian Aviation Regulations Standards, Canadian Aviation Security Regulations, health and safety, privacy, accessibility).
- Must be certified in Incident Management Systems program (post-hire).
- Ability to assume the role of on-scene controller during an emergency response.
- Analytical, research, problem solving, and continuous improvement skills to analyze and interpret customer service data, resolve issues/complaints, monitor and assess efficiency and effectiveness of customer service, and form recommendations for service enhancements.
- Human relations, leadership, facilitation, and communication skills to supervise, develop, train, motivate, and support staff; respond to complaints, inquiries, and requests; liaise with vendors, airlines, contracted services, and agencies; participate on working groups/project teams; and participate as an effective team member.
- Ability to read and interpret policies, procedures, customer complaints, collective agreements, system operator manuals, and data. Ability to write clear, concise correspondence, reports, policies, and procedures.
- Computer skills with ability to use software such as Microsoft Office.
- Must acquire a Secret Level Security Clearance from Transport Canada within 6 months of hire and/or as a condition of employment and a Restricted Area Identification Card (RAIC) to

meet Federal security requirements within probationary period and/or as a condition of employment.

- Ability to travel within and outside Waterloo Region.
- Ability to support and demonstrate the Region's values.

In addition to offering a competitive compensation package, we have a strong focus on health and wellness, including fitness facilities and family-focused benefits.

The salary of this position ranges from \$73,964.80 - \$92,456 per annum (Grade: 5 on the management/management support wage scale).

Please apply online, by the closing date **Dec 19, 2021** quoting competition number **2021-2507**.

We are committed to employment equity and thank all applicants in advance; however, we will be corresponding only with those selected for an interview.

The Region of Waterloo is an equal opportunity employer committed to diversity, inclusion, and supporting the well-being of our employees. We encourage qualified applicants to apply and will accommodate the needs of qualified applicants under the Human Rights Code in all parts of the hiring process.

Alternate formats of this document are available upon request. Please contact the Service First Contact Centre at phone number (519) 575-4400, TTY number (519-575-4608) to request an alternate format.

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