



Beyond, Every Day.

February 15, 2018

Manager, Operations Centre – Airport Operations Department Permanent Full-time

YVR is made up of a team of diverse people who are working collaboratively to reach our goal of 29 million passengers by 2020! We're innovative, fun, and we invest in our people. We're a BC Top Employer for 11 years standing, with high engagement scores, an abundance of learning and development opportunities, and a holistic approach to wellness! And we're looking for someone to join our team.

We have a permanent, full-time opportunity for a Manager, Operations Centre in the Airport Operations Department. Reporting to the Director, Integrated Operations Centre and Emergency Planning, the successful candidate will provide strong leadership and guidance in a real-time environment working with a team that oversees the safety, security and efficiency of all airport facilities. This position is the primary management representative onsite during the evenings and weekends, and is responsible for ensuring a coordinated response to emergencies and terminal incidents.

Key responsibilities include:

- Building a thriving and successful team through relationships with business partners, contractors and government agencies
- Providing support and direction to a team of dedicated employees – this includes monitoring work efforts and performance, hiring, coaching, motivating and supporting developmental activities, conducting formal evaluations, applying appropriate discipline and representing management in grievance meetings
- Overseeing the execution of airport programs and contractor activities
- Using a variety of systems to monitor airport and customer key performance indicators
- Providing incident management and applying incident command best practices
- Assessing risk and threats according to defined protocols and procedures
- Monitoring service levels across the airport and initiating resource deployment as required

Key qualifications include:

- At least five years' experience working in an aviation or operational decision making role supplemented by a post-secondary degree; or an equivalent combination of education and experience which includes knowledge of all aspects of airport operations including, but not limited to: emergency response and management procedures, airline operations, airfield maintenance, lease management, noise management, air traffic control operations, workplace health and safety practices and airport security measures
- Knowledge of acts, standards, and regulations governing airport operations, along with associated policies, programs and procedures
- Fully conversant with MS Office software (Outlook, Word, Excel)
- Strong communication and writing skills in English – bilingualism (English and French) is an asset
- Several years of proven leadership experience, preferably in an operational environment



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- Proven experience leading and motivating a highly skilled team of professionals with the ability to nurture a work environment that is proactive, flexible and responsive to change
- Ability to be proactive by identifying issues and putting measures in place to mitigate negative outcomes
- Strong communicator with a proven ability to excel under pressure
- Exceptional organizational skills with the ability to multitask in a fast-paced environment
- Sound judgment and decision making skills necessary to manage operational and emergency situations
- Proven customer focus in order to serve tenants and travellers in an ever-changing environment

Shift and weekend work are required as the Airport Operations Centre is a 24/7 operation.

This position is open to Vancouver Airport Authority employees and external candidates. Previous job performance will be taken into consideration for all candidates that apply for this position.

As part of our recruitment process, short-listed candidates will be required to take part in a management assessment process.

Vancouver Airport Authority welcomes applications from all qualified candidates, including women, Aboriginal peoples, persons with disabilities and members of visible minorities. We are happy to provide reasonable accommodations throughout the selection process and while working at YVR. If you require support applying online because you are a person with a disability, please contact us at 604-303-3152 or careers@yvr.ca. We welcome the opportunity to discuss accommodation of your disability and ensure fairness in our hiring process.

Reference no.: 18-27E

To apply: Visit <http://www.yvr.ca/en/careers/current-opportunities>