



**JOB POSTING**

**Manager, Integrated Operations Centre**

**Competition #2023-09**

**Starting Hourly Rate: \$46.77 (after completion of 6 month probation: \$49.24)**

**Classification Band 7**

*Victoria Airport Authority (VAA) manages and operates Victoria International Airport (YYJ), which is located on the homelands of the W̱SÁNEĆ People whose historical relationship to the land continues to this day. YYJ is the 11th busiest airport in Canada with 1.5 million passengers in 2022. YYJ was rated among one of the top ten most loved airports by CNN Travel and was named best regional airport in North America in 2012, 2014 and 2020 and received the award for Best Hygiene Measures in North American in 2020 and 2021 by Airports Council International. VAA has also been named one of BC's Top Employers each year since 2020.*

**Position Overview**

The Manager, Integrated Operations Centre is a member of the Security and Terminal Operations management team, providing customer-focused leadership and contributing to the VAA's mission, vision and values in all aspects of the management of airport operations. The Manager applies business acumen and a business improvement perspective and is accountable for ensuring the efficient, effective, secure and safe daily operation of the Victoria International Airport. The Manager proactively anticipates, evaluates and mitigates risks, leads the response to emergent issues, conducts inspections and investigations and contributes to the continual improvement of airport operations. The Manager leads the Integrated Operations Centre (IOC) which acts as a single point of contact for airport partners (e.g. airlines, emergency services, federal agencies, airside operations, outsourced security providers, tenants, media, local government, VAA employees and others). The Manager is the primary and/or sole on-site management representative for airport operations and works with considerable autonomy on shifts that provide coverage for the airport's daily operations. The Manager is relied upon to apply expertise and discretion to make final decisions that drive the timely resolution of a wide range of operational issues, emergencies and incidents.

This is a Union position reporting to the Director, Security and Terminal Operations and will normally work a rotating schedule averaging 40 hours per week.

**Education:**

- Degree in aviation management, business administration, operations management or equivalent discipline and two years of recent, related experience\*; OR
- Diploma in aviation management, business administration, operations management or equivalent discipline and four years of recent, related experience\*; OR
- A minimum of six years of recent (within the past eight years) related experience\*.

\*Recent, related experience must include:

- Team leadership or management experience at an airport or an airline.
- Security, emergency services or law enforcement experience.
- Experience providing real-time incident response and remedial services for an organization of similar size and complexity.
- Experience leading operations, security or safety-related threat assessments and investigations.
- Experience contributing to emergency readiness/response/recovery planning.
- Experience in Airfield Operations and Safety Management Systems
- Experience working with applicable airport legislation, CASRs 2012, Measures, CARs, TP312, etc.
- Experience contributing to business operations improvements.
- Experience demonstrating a customer-centric orientation.
- At least one year of experience supervising employees in a union environment.

Other requirements:

- Must be eligible to work in Canada.
- Must be able to obtain and maintain the following as a condition of employment:
  - Government of Canada Enhanced Security Clearance (RAIC)
  - Airside Vehicle Operator Permit (AVOP)
  - Radio Operator's Certificate – Aeronautical
- Must be willing to work shifts to meet operational requirements.
- Physical fitness and stamina (e.g. the position requires walking inside and outside the terminal building in all weather conditions).
- Must be willing and able to tolerate a noisy work environment where there may periodically be fumes from aircraft.

Knowledge of:

- Victoria Airport Authority mandate, values, goals and objectives.
- Canadian Aviation Security legislation, regulations and standards.
- Canadian Aviation Legislation, regulations and standards related to airfield operations such as, Aeronautics Act, CARs, CASRs 2012, Measures, TP312.
- Industry standards and best practices in operations management, performance management (e.g. performance metrics), continual improvement, business continuity, risk management/threat assessment, security, safety, investigations and emergency readiness/response/recovery.
- Business acumen.
- Financial analysis (e.g. cost-benefit analysis) and contract management.
- Supervision in a union environment.
- Business English, Ability to read and interpret technical documentation and legislation, draft SOP's, bulletins, etc.

Skills and abilities:

- Oral and written English communication skills and the ability to communicate accurate, timely factual information and concepts in a manner that can be understood by the audience.
- Excellent interpersonal skills and the ability to develop and maintain effective working relationships with a wide network of internal and external contacts.

- Ability to provide customer-centric leadership and contribute to the VAA's mission, vision and values.
- Ability to apply business acumen and continually advance business improvement objectives.
- Ability to remain calm, make rational decisions within established parameters and lead the deployment of resources during incidents and emergency situations.
- Ability to demonstrate initiative and work independently within the scope of the role.
- Ability to maintain airport-wide situational awareness throughout the shift.
- Ability to manage multiple priorities and consistently produce results within timelines.
- Analytical, problem solving and judgement skills.
- Conflict management, negotiation and issues management skills.
- Supervisory skills and the ability to manage performance, provide coaching, motivation and corrective action when necessary.
- Ability to use a variety of information technologies and standard office and operation-specific software applications.

### **Applications:**

Interested applicants may submit their Cover Letter and Resume quoting Competition #2023-09 by 4:00 p.m., Thursday August 10, 2023, by going to: [https://easyapply.co/job/manager-integrated-operations-centre-1?rcid=vaa\\_careers\\_page](https://easyapply.co/job/manager-integrated-operations-centre-1?rcid=vaa_careers_page).

VAA is located on the homelands of the W̱SÁNEĆ People and as a result, qualified self-identified Indigenous applicants are encouraged to apply and may be given preference during the recruiting and selection process.

An eligibility list to fill future vacancies may be created.

For a detailed job description please visit VAA's website <https://www.victoriaairport.com/careers-employment/working-at-yyj/>

**Please ensure your application clearly identifies how you meet the education, experience, and knowledge requirements stated in the job description. Applicants must be legally entitled to work in Canada.**

***We sincerely appreciate the interest of all applicants; however, only those selected for further consideration will be contacted.***

\* The Restricted Area Identification Card is a security pass issued by local airport authorities to all non-passengers working in the restricted areas of airports.