



LEAD CHANGE AND MAKE AN IMPACT IN CANADA'S BIGGEST CITY



The Toronto Port Authority, doing business as PortsToronto, operates Billy Bishop Toronto City Airport, the Port of Toronto, and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront.

PortsToronto is offering a contract full-time opportunity where your leadership can shape the future of Canada's most unique urban airports. If you're looking for a great position and a chance to make an impact, PortsToronto has the following full-time, challenging opportunity awaiting you:

AIRPORT DUTY MANAGER

The Airport Duty Manager is accountable for leading and making sound decisions to maintain the safety, security, and operational integrity of airport facilities. This role oversees day-of operations, ensures compliance with safety and service standards, and coordinates emergency responses. The Duty Manager also monitors the quality of services provided by both internal teams and external contractors, aiming to deliver excellent customer service and facilitate the safe movement of travelers.

Key responsibilities include operational control, emergency management, and upholding high standards for airport operations.

General duties and responsibilities include, but are not limited to:

- Coordinate and supervise all activities of all airport employees involved in airport, ferry, fire hall, and groundside operations.

- Manage the staffing level to ensure sufficient airport employees are on duty to perform operations, including generating the staffing schedule and authorize vacation and lieu time off.
- Assist the noise management office, as required, with investigation of noise complaints.
- Issue Notice to Airmen (NOTAMS) and notice to ships (NOTSHIP) when required. Monitor the daily transmission of NOTAMS as pertaining to the daily operation of the BBTC.
- Monitor maintenance and/or construction projects and programs, and the general day to day maintenance of the physical plant, including potential hazard to airport employees and the public; arrange for urgent or emergency repairs or service by internal or external sources.
- Ensure the airport remains compliant with the airport's operating certificate and TP312 standards.
- Monitor the performance of airlines, tenants, concessionaires and others to ensure their adherence to BBTC and other Federal policies and programs, etc.
- Monitor and supervise compliance with Canadian Aviation Regulations, Aerodrome Security Measures and tenant security 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 impact, host conference calls and prepare for irregular operations.
- Monitor and supervise Safety Management Systems, Tall Ship procedures and Wildlife Control procedures. During winter operations, monitor and report runway conditions and supervise snow removal operations both airside and groundside.
- Complete or inspect all reports, forms and logs pertaining to operations activities on assigned shifts, 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 supervise the Emergency Co-ordination Centre as required and adhere to proper emergency call-out procedures.
- Order fuel and other operating supplies as required.
- Respond to complaints from staff, air carriers, tenants, concessionaries and the general public.
- Respond to overnight calls regarding employee absences ('on-call')

ABILITIES AND QUALIFICATIONS:

- Post-secondary education with a Certificate or Diploma in Aviation Management, or accreditation by the International Association of Airport Executives (IAAE) is preferred; however, candidates with equivalent work experience will also be considered.
- 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
- 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
- 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
- Must possess an airport vehicle operator's permit (AVOP D) or ability to acquire within one month and an Aeronautical restricted radio operator's certificate (ROC-A).
- Must have a Transport Canada and a Restricted Area Identity Card (RAIC) or ability to acquire.

- Bilingual in French is considered an asset.
- Incident Management System (IMS) 200 or 300, an asset.

Note: This position description is intended to describe the general level and nature of the position and is not an exhaustive list of all tasks assigned in the performance of the position.

Interested and qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to: careers@portstoronto.com

In the subject line, please quote: **AIRPORT DUTY MANAGER**

We thank all applicants for their interest. However, only applicants selected for an interview will be contacted.
PortsToronto is an equal opportunity employer.

*To learn more about PortsToronto and the exciting work we are doing
to be a city-builder and transform Toronto's waterfront, please go to www.portstoronto.com*