



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



The Toronto Port Authority, doing business as PortsToronto, operates the 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 for all to enjoy.

PortsToronto is offering a full-time opportunity where your leadership can shape the future of ferry operations at one 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:

MANAGER, AIRPORT OPERATIONS

The Manager, Airport Operations, is responsible for leading and overseeing the day-to-day operational objectives of airside operations. This role ensures the implementation and enforcement of operational and administrative controls, policies, and procedures that support the efficient and effective functioning of the organization. The Manager plays a key role in aligning operational execution with the airport's strategic goals, tactical plans, and overall mission and vision.

Working collaboratively as part of the airport's leadership team, the Manager partners closely with the Maintenance Foreperson and other department leads to plan, organize, and coordinate a wide range of airside functions. These include airfield maintenance, mobile equipment and fleet management, and the coordination of resources to ensure compliance with all applicable federal and provincial aviation regulations. The role also supports the Director of Airport Operations in the continuous improvement of airside services, ensuring adherence to regulatory standards and alignment with industry best practices to maintain the highest levels of safety, reliability, and service delivery.

This position will be relied upon to provide input and support the Airport Business Plan deliverables, especially with respect to observed experiential needs, and for identifying and acting upon operational and facility

deficiencies. This position will manage all aspects of Airport Duty Managers and maintenance operations employees.

This position is required to be on site.

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

- Effective management oversight of Maintenance Crews, including scheduling, training, and maintaining appropriate documentation.
- Proactively ensure compliance with aviation regulations and inspections.
- Participate in Safety Management System Committee Meetings and Audits. Develop and implement Corrective Action Plans as required.
- Ensure health and safety compliance for maintenance, duty managers, airside contractors and/or service providers of PortsToronto.
- Oversee all airfield operations and maintenance programs including repair, inspection, alteration, and compliance for runways, taxiways, aprons, and critical infrastructure.
- Oversee fleet maintenance and winter operations program, ensuring asset readiness and resilience during seasonal weather events.
- Oversee the creation, approval and distribution of operational bulletins, NOTAMS and standard operating procedures for all airside operations.
- Ensure comprehensive documentation and reporting of airport operations activities, including daily occurrence logs, incident management, and property condition reports.
- Oversee the performance of internal teams and external contractors engaged in the maintenance and enhancement of airport property, pavement structures, security fence lines, markings, signage, and landscaping, ensuring quality control and adherence to safety standards.
- In collaboration with Foreperson, Airport Maintenance, develop and/or update Standing Orders (SOs), Standard Operating Procedures (SOPs), maintenance specific plans and other documentation.
- Ensure compliance to Terminal Development, Maintenance, and Operations Agreement (TDMOA).
- Coordinate and plan with airport stakeholders to ensure service levels and needs are met.
- Ensure proper collection of airside revenue, as required.
- Ensure that all PortsToronto facilities on the airside are safe, and maintained in good order, including maintenance and cleanliness.
- Identify and recommend facility repairs or changes required in partner facilities (terminal, FBO's).
- Identify and provide ideas and opportunities to the Director, Airport Operations, on customer experience initiatives, and working with stakeholders.
- Manage relationships and service levels with onsite government agencies.
- Act as airside point of contact and subject matter expert (SME) for activities and events that impact airside operations, including construction projects.

ABILITIES AND QUALIFICATIONS:

- Post-secondary education with a focus in aviation/airport management or equivalent industry experience.
- Minimum five (5) years direct experience in airport operations. With three (3) years in a supervisory or management role.
- Completion of the IAAE Canada Accredited Airport Executive (AAE) program is considered an asset
- Experience with fiscal management, preparing and controlling budget and expenses.

- Experience with risk management including identifying, assessing and responding to risk factors
- Experience with planning and creating strategic, long reaching initiatives, as well as overs and/or operationalize projects and initiatives.
- Proven ability to effectively manage a team, including training and performance management.
- Superior interpersonal skills, able to interact with all levels in a professional, positive manner, able to build trusting relationships and be a team player.
- Excellent, effective communication skills, both oral and in written format.
- Able to influence, collaborate and negotiate cross functionally, as well as with external stakeholders to achieve results.
- Strong decision-making skills, including strategic and critical thinking abilities.
- Effective at problem solving, negotiating resolutions and conducting root cause analysis with a goal towards ongoing improvements.
- Excellent time and project management, organized, possessing a solid ability to plan and follow up
- Highly accountable and able to take ownership of initiatives.
- Displays ethical leadership.
- Proficient computer skills with Microsoft Office products.
- Incident Management System (IMS) 200 or 300 is considered an asset.
- Fluency in both official languages, English and French, Oral and Written is an asset.

KNOWLEDGE:

- Possesses substantial understanding of:
- Canadian Aviation Regulations (CARs), Part III - Aerodromes and Airports;
- Aerodrome Standards and Recommended Practices, TP 312E, 3rd,4th and 5th editions;
- Winter Maintenance and Planning, Aerodrome Safety Circular (ASC) 2001-011;
- Canadian NOTAM Procedures Manual;
- Land Use in the Vicinity of Airports, TP 1247;
- Airport Zoning Regulations
- Civil Aviation Daily Occurrence Reports (CADORS) Manual, TP4044.
- Wildlife Control Procedures Manual, TP 11500;
- Safety Management Systems
- OHS Regulations
- TP 308, Criteria for the development of Instrument Procedures

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 state: **MANAGER, AIRPORT OPERATIONS**

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*