



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 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, FERRY SERVICES

The Manager, Ferry Services oversees the safe and efficient operation of passenger and vehicle ferries at Billy Bishop Toronto City Airport. This includes managing vessel crews, ensuring compliance with Transport Canada regulations, the Marine Safety Management System Regulations (MSMSR), Marine Transportation Security Regulations (MTSR), and the Canada Shipping Act, 2001., maintaining safety and security certifications, and preparing for inspections and audits. The role also involves reviewing logs, conducting safety drills, and supporting capital planning for ferry operations and infrastructure.

In addition to operational duties, the manager handles staffing, scheduling, and performance management in line with collective agreements. They promote a respectful, safety-focused workplace, uphold regulatory standards, and maintain thorough documentation. This is an *on-site leadership* role focused on operational excellence and a positive passenger experience.

This position is required to be on site.

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

- Supervise daily ferry operations to ensure safe, timely transport of passengers and vehicles.
- Manage vessel crews, including staffing, scheduling, training, and performance oversight.
- Develop process maps and KPIs in collaboration with Groundside Operations leadership.
- Maintain and update SOPs, Standing Orders, and marine-specific documentation.
- Coordinate ferry and island crossing bookings.
- Oversee vessel maintenance schedules and liaise with marine engineers and technical teams.
- Ensure compliance with Transport Canada regulations and Canadian maritime law.
- Support customer experience improvements and accessibility standards.
- Lead hiring, coaching, and performance management in alignment with collective agreements.
- Champion health and safety compliance, including SMS protocols and emergency preparedness.
- Maintain relationships with regulatory bodies and represent the organization during audits.
- Prepare reports and ensure secure, professional communication and documentation.
- Contribute to budgeting, procurement, and efficient resource management.
- Support strategic planning, risk mitigation, and emergency response initiatives.

ABILITIES AND QUALIFICATIONS:

- Minimum five (5) years of progressive experience in marine operations, including at least three (3) years in a supervisory or managerial capacity. Experience as a vessel captain and in unionized environments is required.
- Valid Transport Canada Certificate of Competency as a Master, Near Coastal or higher.
- Marine Emergency Duties (MED) certification.
- Transport Canada Marine Medical Certificate.
- Strong understanding of Transport Canada regulations, including the Marine Safety Management System Regulations (MSMSR), Marine Transportation Security Regulations (MTSR), Domestic Ferries Security Regulations (DFSR), and the Canada Labour Code and the Canada Marine Act.
- Demonstrated knowledge of ferry vessel operations, safety protocols, emergency response planning, and preventative maintenance programs.
- Proven ability to lead, coach, and develop teams; manage performance; and foster a respectful, inclusive, and safety-focused workplace.
- Demonstrated capability to effectively lead a team, including training, scheduling, and performance oversight.
- Excellent verbal and written communication skills, with the ability to engage effectively with internal teams, union representatives, regulatory bodies, and external stakeholders.
- Exceptional interpersonal skills, capable of engaging with all levels in a professional and positive manner, fostering trust and teamwork.
- Strong critical and strategic thinking, decision making, conflict resolution, negotiating and root cause analysis skills, with a focus on continuous improvement and operational excellence and safety.
- Ability to influence, collaborate, and negotiate across functions, as well as with external stakeholders to achieve desired outcomes.
- Skilled in documentation, reporting, budgeting, and operational management systems
- Proficiency in operational planning and budgeting
- Excellent time and project management skills, well-organized, with a strong ability to plan and follow up.
- Highly accountable and capable of taking ownership of projects.
- Displays ethical leadership.

- Experience working in a unionized environment with knowledge of collective agreements.
- Proficient computer skills with Microsoft Office products.
- Must have the ability to acquire a Transport Canada Restricted Area Identity Card (air and marine)
- Incident Management System (IMS) 200 or 300 is considered an asset.
- Bilingual in French is considered a strong 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: **MANAGER, FERRY SERVICES**

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