

The Organization:

The Winnipeg Airports Authority (WAA) is a community-based, non-share capital corporation that operates, manages, maintains and invests in the Winnipeg James Armstrong Richardson International Airport and affiliate businesses. Operating on a multi-site property, WAA is responsible for airport operations, security, facilities, parking, ground transportation and communications. With an ever-expanding airport campus, WAA is a critical player in the development of one of Canada's strategic transportation hubs. As a recurrent "Top Manitoba Employer," WAA prides itself as an organization that attracts engaged employees with the right skills, in the right place, and at the right time. www.waa.ca



The Opportunity:

WAA is seeking (2) **new** strong communicators to manage the overall operational integrity of the airport, all airport processes, associated systems, all WAA personnel on shift, as well as overseeing various contracts associated with baggage handling, airport operations, customer service and security. Reporting to the Director Operations, the **Manager, Airport Operations** will have discretionary authority and responsibility for maintaining the operations of the airport on a daily basis.

Key Responsibilities:

- Overall responsibility for day-to-day operations, including supervision of direct reports, contracted service providers, including but not limited to: custodial services, customer care and security services, parking services, people moving devices, and airport operation support services;
- Direct and manage day-to-day maintenance of facilities, maintaining passenger-facing service level standards and arrangements for urgent and emergency repairs or service by internal or external sources;
- Oversee the development and implementation of corporate business initiatives;
- Establish and maintain strong relationships with key decision makers in client organizations to foster good working relationships and understanding of airport issues;
- Provide guidance and leadership to staff, consultants and other stakeholders on matters relating to operations;
- Monitor ongoing performance of airlines, tenants, concessionaires etc. to ensure adherence to WAA policies and programs;
- Direct and manage emergency situations and any irregular activity, including the management of the Emergency Operations Centre as required, and serve as internal communication hub for all disruptions to in emergent circumstances;
- Develop business strategies and plan to drive improvements to operational efficiency and customer satisfaction;
- Leverage internal resources to support and lead analyses related to terminal optimization, business case development, performance measurement, asset utilization and best practices;
- Fiscal and budget responsibility, managing licenses and contracts; and
- Enhance and otherwise ensure compliance with applicable regulations, including the Canadian Aviation Regulations, Aerodrome Security Measures etc.

Selection Criteria:

- University degree and/or college diploma in business or management and/or equivalent years of experience;
- Academic background in aviation management, awareness of airport operations or pilot licence an asset;
- 5-7 years of progressive leadership success, with emphasis on leading large teams;
- Ability to motivate others to achieve goals and objectives in a time-sensitive environment;
- Resourceful with the ability to manage multiple initiatives and strong prioritization skills;
- Exceptional customer service knowledge and capacity to create a personalized process or experience;
- Superior oral and written communication skills, with the ability to communicate in a clear and concise manner;
- Strong interpersonal skills and the ability to collaborate with cross-functional business partners to achieve results;
- An enthusiastic and optimistic outlook, with a focus on achieving positive outcomes in spite of challenges and a dynamic and complex environment;
- Foundation of budgeting and cost management skills; and
- Ability to work flexible, rotational 12-hour shiftwork.

Employment Equity is a factor in selection for this competition. Consideration will be given to women, Indigenous people, visible minorities and persons with disabilities.

Individuals interested in this opportunity, please forward a resume and cover letter in confidence to

Jen Iskierski at jen@harrisleadership.com quoting project #18111