



JOB DESCRIPTION

Airport Manager

Department	Development Services	Reports To	Chief Administrative Officer
Directly Supervises	Airport Technician		
Indirectly Supervises	N/A		
Union	Exempt (Non-Union)		
Approval/Review Date	TBA	Job Grade	TBA

SUMMARY STATEMENT:

Under the direction of the Chief Administrative Officer, the Airport Manager is responsible for implementing the strategic and operational plans of the City of Dawson Creek for the Dawson Creek Regional Airport (YDQ). This includes managing all operational aspects of the airport in delivering airport facilities that ensure exceptional safety, service and efficiency that cost effectively meets the needs of airport users.

The Airport Manager is expected to manage human resources; communicating priorities, motivating staff, and creating an environment that promotes teamwork. Also, the Airport Manager performs a variety of complex technical, professional and management duties in the administration of the airport.

EXAMPLES OF DUTIES PERFORMED:

1. Develop strategic objectives and long-term planning for the airport.
2. Applying for funding programs to support required development and growth of the airport terminal facilities, properties, and services.
3. You will act as the primary liaison between the City of Dawson Creek and the Dawson Creek Regional Airport's tenants, clients and customers to ensure exceptional customer service.
4. Ensure the efficient day-to-day service delivery to external stakeholders through effective delegation, monitoring and intervention.
5. Maintain established training standards. Complete and distribute daily briefings and reports.
6. Plan for the capital and operational budgets on a yearly basis working closely with the City Finance Department and other departments and manage and administer the daily operational expenditures and revenues effectively.
7. Work with the Director of Operations on capital project planning, implementation and completion.

8. Manages all aspects of staffing including recruitment and selection, scheduling to maintain proper operational coverage, supervision, coaching and developing, performance management and all other people management practices.
9. Builds and maintains positive, respectful, and productive working relationships with staff and Union representatives, as well as a wide range of external stakeholders. Provides a working environment that promotes safety, customer service, teamwork and collaboration, integrity, productivity, and continuous improvement.
10. Maintains knowledge of the current Collective Bargaining Agreement and competently navigates the Agreement when managing Airport staff.
11. Identify operational strengths and weaknesses and take action to improve service delivery. Ensure that all client and staff complaints, problems and requests are effectively resolved in a timely manner.
12. Maintains professional and technical knowledge keeping abreast of changes, new and emerging trends or information in the industry by attending education opportunities, reviewing professional publications, establishing personal networks, memberships in professional societies.
13. In the event of an emergency this position will be a key member of the Emergency Operations Centre (EOC).
14. Schedules and coordinates activities with other sections and divisions.
15. Observes and complies with all City and mandated safety rules, regulations, and protocols.
16. Participates in Certificate of Recognition (CoR) Safety audits as required.
17. Performs related duties as assigned.

HEALTH & SAFETY RESPONSIBILITIES

Managers are responsible for helping to maintain a safe and healthy workplace and for ensuring the safety of the employees they lead. In this role, you are expected to:

- Take reasonable care to protect your own health and safety and the health and safety of others.
- Follow all Occupational Health & Safety (OHS) policies, procedures, regulations, and instructions.
- Perform your work according to established safe work practices and use required personal protective equipment and safety devices.

- Avoid unsafe behaviour that could put yourself or others at risk and ensure you are fit for work and not impaired.
- Report unsafe conditions, hazards, damaged or missing safety equipment, or violations of safety rules.
- Ensure that all employees under your direct supervision are informed of identified workplace hazards and have received the necessary training and education to perform their work safely.
- Establish safe work procedures, instruct employees in those procedures, correct unsafe practices and conditions, and enforce health and safety rules and policies.
- Participate in incident investigations and ensure corrective actions are implemented.
- Set a positive safety example for employees to follow.
- Consult and cooperate with workplace safety committees and safety representatives.
- Cooperate with WorkSafeBC Officers and others carrying out safety duties as required.

NOTE: The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.

REQUIRED KNOWLEDGE, ABILITIES & SKILLS:

1. Highly knowledgeable regarding all airport functions and licensing requirements including Transport Canada, Nav Canada, Environment Canada, and other regulatory requirements affecting airport and fuelling operations.
2. Seven to ten years work-related experience in a management role, preferably in the Aviation Security industry in a unionized environment.
3. Knowledge of techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
4. Effectively use modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
5. Ability to self-organize work and priorities, work under pressure due to the frequency of interruptions and to work with limited supervision.

- 6. The ability to perform all of the duties outlined in a safe manner following established Facility Procedures, Occupational Health and Safety Rules, Violence in the Workplace Policies and WorkSafeBC Regulations, i.e. WHMIS, T.D.G
- 7. Willingness to work irregular hours and attend to serious operation incidents after hours.
- 8. Ability to maintain organized and complete files and possess excellent documentation skills.
- 9. Understanding of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- 10. Ability to communicate effectively, verbally and in writing, and to work with minimal supervision exercising considerable judgment to establish priorities and complete the duties of the position.
- 11. Ability to maintain strict confidentiality and a high level of trust and respect across the organization.
- 12. Ability to interpret, implement and adhere to organizational policies and procedures.
- 13. Must be eligible to apply for Federal Secret Security Clearance.
- 14. A valid Class 5 driver's license.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS:

- 1. Proven aviation background and post-secondary education supplemented by airport management training.
- 2. Airport Administration/Operations degree or equivalent of training and experience is preferred.
- 3. Experience in an operations and customer-focused environment.
- 4. Knowledge of relevant security, employment, and occupational health and safety legislation.
- 5. Proficient in MS Office with ability and willingness to learn other programs as needed.
- 6. Strong understanding of rotational shifts and site schedules.
- 7. Willingness to participate in all future training opportunities.