



IDENTIFICATION

Department	Position Title	
Infrastructure	Regional Airport Manager	
Position Number	Community	Division/Region
33-7772	Yellowknife	North Slave

PURPOSE OF THE POSITION

The Regional Airport Manager plans, manages and directs airport operations for five (5) North Slave Airports to ensure serviceability of all airport facilities, maximize revenues, improve commercial viability, and ensure the implementation of emergency, safety & security programs.

SCOPE

The Department of Infrastructure is highly decentralized in the delivery of its programs and services and is responsible for territory-wide government programs such as the operation and maintenance of public buildings and transportation infrastructure and systems, project management, facilities planning, design and technical support services, environmental assessment and remediation, property management, procurement shared services, information technology, information management, disposal of surplus property and goods motor vehicle and mechanical/electrical regulatory services and fleet management.

On behalf of the GNWT, The Department of Infrastructure also carries the responsibility for strategic planning for the GNWT's (Government of the Northwest Territories) long term investment in the development of public transportation and energy production and distribution systems for the Northwest Territories, as well as the continuity of marine transportation services for the provision of fuel and dry goods to northern destinations.

The Yellowknife Airport is part of the National Airport System and serves as the Gateway Airport to the Northwest Territories (NWT), ranking between the 15th and 20th of the busiest Canadian airports. The airport is a unique and critical component of the NWT transportation system.

Under the direction of the Regional Superintendent, North Slave Region, the incumbent manages operations of the Yellowknife Airport and four community airports, Whatì, Gamètì, Łutselk'e and Wekweètì, through own forces and service contracts.

The incumbent supervises an organization of more than 25 permanent employees, which is enhanced with casual employees. The operating budget managed by this position is over \$6 million with revenue generation through leasing, landing fees, general terminal fees, advertising and concessions of over \$4 million.

RESPONSIBILITIES

1. Plans and manages airport operations to ensure long term serviceability and availability of all airport facilities and equipment, and to ensure compliance with various Federal Acts and Regulations governing the development and operation of airports in Canada.

- Develops short and long-term forecasts for resources requirements and operational plans to ensure that financial, human and material resources are available to meet program goals and objectives.
- Inspects airport facilities to develop annual work plans and budgets for airport maintenance programs and provides input in the development of specifications for major work contracts to meet program maintenance requirements.
- Exercises spending authority up to \$30,000 to initiate contracts.
- Monitors contracts to ensure compliance with contract terms, schedules and specification, and inspects and approves completed work for progress claim payment.
- Monitors airport operations including leaseholders and air carriers to ensure that all activities follow and meet the principles of accepted environmental practices and ensures that operational and zoning standards are maintained in compliance with Canadian Aviation Regulations.
- Negotiates standard levels of service and changes in service with users such as, facility utilization, maintenance services, and availability of Emergency Response Services (ERS) and security requirements.
- Administers assigned budgets and manages day-to-day airport operations to ensure that effective administrative, financial and human resource programs are established and maintained in compliance with Department policies and procedures.

2. Manages emergency, safety and security programs to provide the public with safe and secure facilities and services pursuant to the Canadian Aviation Regulations, Canadian Aerodrome Security Measures and Territorial Acts and Regulations.

- Provides Emergency Response Services (ERS) to effectively respond to airport emergencies, which include the provision of aircraft fire-fighting vehicles and the personnel required to respond to an aircraft emergency at the airport.
- Negotiates with community and other agencies and levels of government for the establishment of mutual aid agreements and the provisions for support and

response to emergency situations both on and off the airport and responding to demands from users, community and numerous government officials during emergency situations.

- Evaluates emergency situations and direct resources to provide effective emergency response.
- Enforces compliance with airport safety and security regulations by airport users during normal operations, emergency situations and implementation of construction projects.

3. Markets the commercial opportunities of the airport by developing a strategic business plan which focuses on maximizing utilization of facilities and services and financial return to the airport, meeting landlord obligations for the airport lands and facilities.

- Identifies potential clients and prospective developers and encourages their implementation on airport property.
- Negotiates terms and conditions of leases and licenses with tenants, airline operators and developers for all airport commercial operations.
- Monitors and manages leases, licenses and all legal agreements for payment, renewal and activities on airport property are conducted as per the said agreement.
- Identifies and recommends facility alteration/expansion and the development of plans to maximize the commercial viability of the airport.

4. Represents the Department of Infrastructure in consultative meetings, customer, client and community relations, negotiations and discussions.

- Maintains open and on-going discussion with Aboriginal organizations and community governments to achieve program goals and to respond to any issues or concerns related to airport operations and to maintain effective and co-operative working relationships within communities.
- Represents Yellowknife Airport as the public spokesperson by establishing consultation program with the community, user groups, representing the airport in meeting with the City of Yellowknife, appearing before City Council on issues such as airport zoning, noise and airport development.
- Assists in the preparation of position papers, briefing notes, cabinet submissions, Ministerial correspondence, and makes presentations on major policy or program issues to ensure effective communication of regional or government positions related to the delivery of programs.

5. The incumbent is responsible for supporting the Regional Superintendent with a range of business analysis activities by:

- Providing cost benefit analyses and other financial inputs required for the development of business cases for new regional revenue sources and potential business ventures with industry and other interests. Both business risk and potential profitability need to be determined as part of the analysis.
- Determining business integration and supply chain management is a key in analyzing the potential profitability and sustainability of internal operations as

well as determining the viability of private business operating on the airport. Conducting marketing research and forecasting demand will be required for the analytical component of this function.

- Supporting the development of performance measurement techniques across all regional airport operations and subsequent monitoring and reporting.
- A function of the regular airport operational analysis required is the assessment of the Operations Management component of the business structure including Human Resources (HR) functions, information systems, financial, technical and product service development as it relates to the overall business model. Further analysis includes vertical and horizontal boundaries of an organization including economies of scale and scope, strategic positioning for competitive advantage, and a complete industry analysis which includes barriers to entry and exit.

6. Manage the Implementation of the Safety Management System (SMS), Emergency Response and Airport Security Programs to ensure compliance with Federal and GNWT airport security and safety laws, regulations, standards and policies as required to maintain operational licenses and certification.

- Implement the approved airport Safety Management System (SMS) to provide a systematic, proactive approach to reducing the risk and severity of accidents/incidents at the airport by:
 - Ensuring that site and Community airport personnel receive appropriate SMS training
 - documenting identified hazards and their mitigation through the use of Hazard Identification Risk Assessments (HIRAs) as required through the SMS Manual;
 - Assessing risk to determine the probabilities of occurrence of an accident/incident and the severity or consequences of that accident/incident.
 - Monitoring and measuring the ongoing safety experience of the airport;
 - Managing a voluntary non-punitive safety reporting system that can be used by employees of the airport, airlines, and tenants; and
 - Promoting a “Safety Culture” at their airport(s)
- Develops and implements Airport Emergency Plans (AEPs) as per regulation in conjunction with local, municipal, federal authorities, police, service agencies, and other GNWT (Government of the Northwest Territories) departments. Conducts table-top and full-scale emergency exercises to ensure the applicability and accuracy of AEP procedures. Develops and reviews exercise reports, identifies gaps or deficiencies in the plan and amends as required.
- Will activate the Airport Emergency Operations Centre when necessary. Helps to coordinate emergency and response and services during an incident that would necessitate the use of the Emergency Operations Centre, and may lead such operations from time to time.
- Plans and implements an Airport Security Program ensuring the safety of passengers and aircraft moving through the National Civil Aviation System and

develops and implements operational programs related to Runway and Airside Reporting, Ramp Management and Airside Vehicle Operation.

- Responds to Regulatory Audits conducted by Transport Canada officials and Airport Headquarters auditors, correcting deficiencies and audit findings, as well as updating the Airport Operations Manual to enable the Department to maintain airport certification; which is critical and necessary.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Incumbent is subjected to exhaust fumes and noise affiliated with an airport environment.

Sensory Demands

No unusual demands.

Mental Demands

Occasional road travel and aircraft flight to attend meetings and inspect communities.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the airport and aviation industry and the legal and regulatory environment governing airport operations to understand and recognize acceptable service performance and to ensure compliance with Federal and Territorial legislation, regulation, policies and generally accepted methods of operation and maintenance.

The position requires the skills and ability to:

- Act confidently in challenging situations to accomplish tasks and select an effective approach to a task or problem, as in the instance of an aircraft emergency.
- Commit to Succession Planning including long-term coaching or training to develop staff and promote their underlying needs.
- Negotiate and perform conflict resolution when required.
- Lead change initiatives utilizing change management best practices.
- Strategize on how best to optimize and streamline processes.
- Build strong relationships with stakeholders and others to benefit the Departmental goals and objectives.
- Set objectives in support of Departmental objectives.
- Participate in Strategic Planning to ensure both short and long term success.
- Evaluate the implications of factors such as inflation, the external environment, collective agreements and government policy on programs, advising senior management accordingly and preparing cost justification scenarios and submissions for the Annual Business Plan and/or supplementary appropriations.

- Manage and lead financial and program review capacity of the Airport to enable the research, review, analysis and development of solutions to address issues impacting the efficient and effective delivery of Airport operations and programs.
- Collect and analyze financial data in order to make budgetary decisions and ensure expenditures are properly cash flowed to allow for effective cash management.

Typically, the above qualifications would be attained by:

- Post-secondary education in Business Administration or other relevant disciplines, complemented by additional schooling in a field related to airport planning, operations and management; and
- Minimum of 5 years directly related experience in operations of large airports including commercial property administration, supervising trades persons and other airport operations specialists.

ADDITIONAL REQUIREMENTS

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applies)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Aboriginal language: Choose a language

- Required
- Preferred