

AIRPORT MANAGER

Due to a retirement the City of Campbell River is seeking a full-time **Airport Manager**.

Naturally, Campbell River – Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching

In this **exempt management role**, you will be working in a collaborative, service-delivery environment. Reporting to the Economic Development Manager, you will be responsible for the development, growth and marketing of Airport business, property management, land development, and operations; the administrative of effective and sustainable service delivery; directing and providing leadership to the Airport operations staff; and long-term planning for Airport services and initiatives.

To be successful in this role, you will have:

- Undergraduate degree in Aviation Management, Business Management or a related field.
- Seven years of progressively responsible experience managing airport operations, marketing and development.
- Five years of managerial experience, including three years of direct supervisory experience.
- Accredited Airport Executive (AAE) designation (preferred)
- Local Government Administrative training (preferred)

Who you are!

- Strategic thinker
- Positive and optimistic
- Self-motivated and goal oriented
- Diplomatic; you treat everyone with respect and dignity

We offer a competitive salary and comprehensive benefit package for this exempt management position

Please see the attached to view a detailed job description that lists all the duties and necessary qualifications.

Please include verification of your education and certifications with your application.

This posting closes on Sunday, November 14, 2021.

Please send your resume with covering letter, quoting **Competition EXT-21-62** to:



Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7
Email: careers@campbellriver.ca

We thank all applicants, however, only those selected for interviews will be contacted.

AIRPORT MANAGER

Approval Date: October 2021	Division: Economic Development	
<input type="checkbox"/> IAFF	<input type="checkbox"/> CUPE	<input checked="" type="checkbox"/> Management
Title of Immediate Supervisor: Economic Development Manager		

General Accountability:

Purpose and Scope

Reporting to Economic Development Manager, the Airport Manager has overall responsibility for the management, administration, operation, and strategic development and growth of the Campbell River Airport.

Scope of responsibility will include but is not limited to: directing and providing leadership to the Airport operations staff; administration of effective and sustainable service delivery; long term planning for Airport services and initiatives; marketing, development and growth of Airport business, property management, land development, and operations.

The Airport Manager is responsible for effective relationship building and strategic communications with the Airport Advisory Committee, key community stakeholders, senior levels of government, land and airside tenants, and all City departments. There are significant synergies with the work done by the Economic Development team and City of Campbell River partners in tourism.

Nature and Scope of Work

Leadership/Management

- Lead and manage Airport operations staff, including hiring, conducting probationary period and performance evaluations, identifying training needs, implementing performance improvement measures including issuing discipline where appropriate, and making recommendations for termination.
- Direct and supervise the activities of the Airport operations staff, establish work priorities, and set goals and objectives, ensuring quality and service standards are met.
- Facilitate learning and growth by providing training, coaching and mentorship to staff, ensuring that professional development and certification requirements are met.
- Provide guidance to departmental staff in mediating and finding constructive solutions to issues, requests, complaints, or claims.
- Foster and promote a strong workplace safety culture; ensure that all established safe work practices and procedures are followed.
- Provide leadership, management and authority over departmental operations, maintenance, emergency response, budget administration, property management, marketing, personnel, and communications.

Airport Operations

- Ensure that appropriate policies, plans and procedures are developed, implemented and maintained to deliver a safe, efficient and financially viable airport that fully complies with all regulations and policies of federal, provincial and municipal authorities.
- Act as the primary point of contact on all operational and business issues concerning the Campbell River Airport.
- Liaise with provincial, federal and other local governments and agencies, community stakeholders,

- contractors, general public and other City Staff in regard to airport operations, projects and enquiries.
- Develop and maintain close working relationships with officials in Transport Canada, Nav Canada and CATSA.
- Attend Airport Advisory Committee meetings as the City liaison.
- Maintain an active liaison with all airlines and land and airside tenants on operations matters of mutual interest.
- Establish and implement comprehensive operational and maintenance programs in accordance with established standards and best management practices.
- Develop, implement and maintain up-to-date standard operating procedures.
- Collect, analyze and interpret relevant information related to airport activities and performance, and prepare and maintain annual airport operations reports in accordance with City standards.
- Responsible for the preparation, administration and management of the annual departmental operating and capital financial plans and budgets, ensuring operations are managed within the approved budget limits in accordance with City policies.
- Manage an ongoing program of capital investments and maintenance, and participate as needed in the planning, design, scheduling and organizing of airport related capital works projects.
- Ensure that airport initiatives are coordinated with other City operations and projects.
- Ensure prompt, thorough and appropriate investigations and responses to airport requests and complaints.

Marketing, Property Management, Land Development & Strategic Initiatives

- Demonstrate a strong commercial focus with emphasis on maximizing airport revenues and profits while maintaining effective cost control management.
- Coordinating with economic development and tourism marketing initiatives, enhance and promote the Campbell River Airport public image locally, nationally and internationally with all stakeholders, employees, tenants, airlines, commercial organizations and government authorities.
- Develop and implement a marketing program to actively promote passenger and cargo air services as well as the development of Campbell River Airport lands.
- In consultation with the property management team, develop, negotiate, and sign on behalf of the City, all subleases and contracts with tenants, contractors, and suppliers; honour and enforce the terms of all such subleases and contracts.
- Represent the Campbell River Airport at business, economic development and tourism functions.
- Promote the Campbell River Airport through networking with and membership in organizations such as the BC Aviation Council, Canadian Airport Council, the International Association of Airport Executives, and through speaking engagements at various social and service clubs, and through direct advertising and the development of favourable media interest.
- Collect and interpret relevant information and data related to Airport operations, marketing and business development, for analysis, reporting and planning.
- Develop and recommend an Airport long-range strategic plan that is consistent with Council's strategic priorities.
- Develop and execute actions plans to fulfill the agreed upon strategic goals and objectives.

City Wide Responsibilities

- Prepare reports and provide advice to senior management and Council with respect to Airport services, operations, facilities, marketing and land development.
- Work collaboratively with other members of the Management Team. Contribute to identifying, developing and implementing strategic initiatives, policies, plans, and programs necessary for the successful operation of the City as a whole.
- Provide formal departmental representation in various settings as required including Council, committees, working groups, media, etc.
- Ensure all electronic and paper based departmental data, documents, reports and correspondence are maintained in accordance with the City's records management systems.

- Ensure full departmental compliance with all federal, provincial and City regulations, standards, specifications, guidelines, policies and procedures.
- Identify regulatory, policy or procedural deficiencies, gaps, or conflicts within functional areas of responsibility and develop solutions/improvements as needed.
- Assist in the preparation of City annual report in accordance with City standards.
- Establish, promote and maintain co-operative and effective cross-jurisdictional working relationships with other departments, consultants, contractors, federal, provincial and local government agencies and the general public to support the achievement of department and corporate goals.
- Keep abreast of current trends and developments in airport marketing and operations, establish and maintain a network of professional peers, and recommend new and innovative approaches that could enhance service delivery and performance of the Airport.
- Develop and maintain a plan for Airport Manager succession.
- All staff employed by the City of Campbell River will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Necessary Qualifications

Technical Knowledge/Skills:

- Thorough knowledge of applicable federal, provincial and local regulations, standards and guidelines specifically Transport Canada; National Airport Policy, Airport Maintenance, Air Carrier Security Measures and Canada Labour Code.
- Sound knowledge of Transport Canada mandated Safety Management System.
- Knowledge and understanding of land use development and leasehold arrangements.
- Knowledge of construction and maintenance practices, methods, tools and equipment.
- Knowledge of local government operations and governance, City bylaws, policies and procedures;
- Knowledge of applicable WorkSafe BC regulations and safe work procedures.
- Working knowledge of the Collective Agreement and the City’s Labour Relations Principles.
- Skilled in managing in a unionized environment.
- Sound knowledge of cost control and financial management practices, budget formulation and maintenance processes.
- Proficient with Microsoft Office Suite and departmental specific software.

Key Competencies:

Key Competency	Job Specific Requirements
Collaboration and Negotiation	Able to work collaboratively across departments and with external agencies/groups to ensure ideas, proposals and solutions of all stakeholders are considered. Able to influence, persuade and gain the cooperation of others.
Communication	Excellent interpersonal, oral and written communication skills. Able to write concise and complex policies, correspondence and reports.
Conflict Management	Able to resolve conflict with a professional manner and calm demeanor, and to deal effectively with the public, staff, elected officials, and external agencies.
Creativity and Innovation	Able to lead, plan, deliver and monitor change initiatives and innovation.
Decision Making and Problem Solving	Advanced analytical, problem solving and decision making skills.
Leadership	Able to lead and manage staff, including encouraging, inspiring and supporting others to deliver. Leads by example in maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
Managing Performance	Excellent performance management and employee relations skills.

Networking and Relationship Building	Able to establish effective, respectful and cooperative relationships and build credibility at all levels with internal and external stakeholders. Seeks opportunities to enhance outcomes through networking and building partnerships.
Planning and Organizing	Strong planning, organization and project management skills. Able to meet deadlines, multi-task and manage time effectively, while delivering high quality results.
Teamwork	Works effectively as both a team leader and team member, promoting team cohesion, inclusion and collaboration.

Education/Training/Certification:

- Undergraduate degree from a recognized post-secondary institution in Aviation Management, Business Administration, or related field.
- Supervisory/Leadership skills training.
- Evidence of continuous training and personal development.
- Must possess and maintain a valid BC driver's licence as per City policy.

Experience:

- Minimum seven (7) years of progressively responsible experience managing airport operations, marketing and development.
- Minimum of five (5) years of managerial experience including three (3) years of direct supervisory experience.
- Experience working with politicians, senior staff, public and the media.
- Experience in project management and leading strategic planning initiatives.

Preferred Criteria

- Accredited Airport Executive (AAE) designation.
- Local government administration training.