

Airport Base Operations Manager, Prince Rupert (YPR)

Do you have management or leadership experience within the airline or airport industry? Drawn to the mild climate of coastal living on Canada's West Coast? Beachcombing, kayaking, fishing, hunting, hiking and more? We have an opportunity for you. We are currently looking to find the right person to join our team as the United Ramp Inc., Prince Rupert Airport Base Operations Manager. This is the chance to continue your career in the aviation industry, while living in a small community in Northern BC and experiencing the best of West Coast living.

YOUR ROLE: As a people leader, the URI Operations Manager directs all facets of station operations and station employees and establishes priorities of all customer-service functions, including ticketing, baggage handling, cargo operations (weight and balance), passenger security and reservations in a manner that ensures compliance with company service standards. Additionally, you will be expected to manage human resources, communicate priorities, motivate staff and create an environment that promotes teamwork.

KEY RESPONSIBILITIES:

- Lead team and establishes priorities of all customer-service functions at the station, including ticketing, baggage handling, cargo operations (weight and balance), passenger security and reservations, in a manner that ensures compliance with customer & company service standards
- Manage work group to meet pre-established on-time goals and minimum accepted performance goals
- Manage all vendors, shareholders, and all related Prince Rupert contracts
- Manage operations schedules, staffing schedules & all necessary training, to ensure exceptional service is provided for each customer's needs
- Implement customer service procedural process changes for each client's service requirements
- Represent United Ramp in the community through public relations activities
- Oversee all station and customer resources, such as facilities, equipment & supplies
- Develop people through effective performance management & ongoing feedback—focusing on delegation for stretch assignments, team growth & development, and time management
- Supervise labour contracts & review & relay all schedule changes to all departments
- Measure and report daily performance to the Director.
- Ensure compliance with company policies and all federal, provincial, and local airport authorities' regulations
- Ensure all administrative reports, payroll and shift scheduling is kept current and sent in within the required timelines
- Manage and approve Payables, ensure Receivables' reports are fully completed and all financial documents are sent in as they occur

QUALIFICATIONS:

- A minimum of 5 years experience in guest services preferred
- A minimum of 2 years leadership or management experience
- Bachelor's degree, or an additional two years of relevant training/experience in lieu of this degree, an asset
- Budget management experience an asset
- Analytical, with strong decision-making skills and the ability to problem-solve
- Willingness and ability to instruct and train staff
- Detailed oriented and highly organized, with ability to multi-task and work independently with limited guidance in a fast-paced environment
- Proven ability to motivate employees and improve and enhance group dynamics
- Proven ability to use tact in communicating with others and able to constructively resolve problems
- Strong communication (e.g., verbal, written, and listening) and presentation skills
- Proficiency with Microsoft Office applications (e.g., Word, Excel, PowerPoint, and Outlook)
- High school diploma or equivalent is required
- Able to successfully pass a Criminal Records Check
- Experience in station operations, passenger service, cargo handling, or ground operations
- Knowledge of scheduling shift work, administering bargaining unit employees and budget controls
- Experience managing large work groups
- Knowledge of Air Canada System Regulations and FAA policies and procedures
- Job-specific Leadership Expectations
- Embody the company's values: to own safety, do the right thing, be kind-hearted, deliver performance and be remarkable.

Send your résumé to:
Michelle Morris
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