



LEAD CHANGE AND MAKE AN IMPACT IN CANADA'S BIGGEST CITY



The Toronto Port Authority, doing business as PortsToronto, operates the Billy Bishop Toronto City Airport, the Port of Toronto and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront for all to enjoy.

If you're looking for a great position and a chance to make an impact, PortsToronto has the following full-time, challenging opportunity awaiting you:

MANAGER, GROUNDSIDE OPERATIONS

POSITION OVERVIEW

The Manager, Groundside Operations, is responsible for overseeing all groundside activities at the airport, including the management and coordination of the Ferry Crews. This role ensures that all groundside operations, including ground transportation, services and activities are carried out safely, efficiently, and in compliance with regulatory requirements. The Manager, Groundside Operations plays a critical role in maintaining the safe and smooth functioning of the groundside environment, working closely with internal stakeholders, external vendors, and regulatory agencies.

This role is customer centric ensuring service and facility standards are maintained for Airport users from curb to aircraft gate. This includes ensuring that PortsToronto services are controlled and meet service level standards, as well as influencing service partners to maintain their own standards for the benefit of the customers. This position delivers a positive user experience and will be relied upon to provide input and support the Airport Business Plan deliverables, especially with respect to observed experiential needs, and for identifying and acting upon service and facility deficiencies. This position will manage all aspects of ferry operations employees, with ferry crews being direct reports.

This position is required to be on site.

General duties and responsibilities include, but are not limited to:

OPERATIONS MANAGEMENT:

- Effective management oversight of Ferry Crews, including scheduling, training, and maintaining appropriate documentation.
- Proactively ensure compliance with Marine regulations and inspections.
- Ensure health and safety compliance for Ferry Crews, groundside contractors and/or service providers of PortsToronto.
- Schedule and manage ferry preventive, ad-hoc and emergency maintenance.
- Manage delivery of ferry service levels.
- Develop and/or update Standing Orders (SOs), Standard Operating Procedures (SOPs), marine specific plans and other documentation.
- Manage ferry crossing booking levels with STOLPORT.
- Ensure compliance to Taxi Code of Conduct, and ride share providers.
- Ensure compliance to Security service provider contract.
- Ensure compliance to Terminal Development, Maintenance, and Operations Agreement (TDMOA).
- Ensure safe and effective groundside access on Airport property.
- Coordinate and plan with transit providers (Nieuport, TTC, and others as appropriate) to ensure service levels and needs are met.
- Coordinate and plan with Toronto Traffic Services for construction projects, road closures, or other impacts to groundside access.
- Ensure proper collection of groundside revenue, as required.
- Ensure that all PortsToronto facilities on the groundside (PTF's, tunnel pavilion, tunnel, atrium) are safe, and maintained in good order, including maintenance and cleanliness.
- Identify and recommend facility repairs or changes required in partner facilities (terminal, FBO's).
- Ensure parking lots are well maintained in accordance with existing agreements.
- Ensure signage and wayfinding is adequate and in good order, including accessibility and Official Languages standards.
- Identify and provide ideas and opportunities to the Director, Groundside Operations, on customer experience initiatives, and working with stakeholders.
- Manage relationships and service levels with onsite government agencies.
- Act as groundside point of contact and subject matter expert (SME) for activities and events that impact groundside operations, including construction projects.

SKILLS AND QUALIFICATIONS:

- Post-secondary education with a Certificate or Diploma in Aviation/Airport Management or equivalent industry experience.
- Minimum five (5) to seven (7) years direct experience in airport operations. With two (2) years in a supervisory or management role.
- Completion of the IAAE Canada Accredited Airport Executive (AAE) program is considered an asset
- Post-secondary education in Marine Studies is considered an asset

- Experience working with Marine (Ferry) Crews or similar operational teams is considered an asset
- Strong knowledge of airport groundside operations, safety protocols and regulatory requirements.
- Proven ability to effectively manage a team, including training, scheduling, and performance management.
- Superior interpersonal skills, able to interact with all levels in a professional, positive manner, able to build trusting relationships and be a team player.
- Excellent, effective communication skills, both oral and in written format.
- Able to influence, collaborate and negotiate cross functionally, as well as with external stakeholders to achieve results.
- Strong decision-making skills, including strategic and critical thinking abilities.
- Effective at problem solving, negotiating resolutions and conducting root cause analysis with a goal towards ongoing improvements.
- Excellent time and project management, organized, possessing a solid ability to plan and follow up
- Highly accountable and able to take ownership of initiatives.
- Displays ethical leadership.
- Proficient computer skills with Microsoft Office products.
- Must have a Transport Canada and a Restricted Area Identity Card (RAIC) – or ability to acquire, to access restricted areas.
- Incident Management System (IMS) 200 or 300 is considered an asset.
- Bilingual in French is considered an asset.

KNOWLEDGE:

Possesses working knowledge of:

- Canadian Marine Act
- Domestic Ferries Security Regulations
- Safety Management Systems
- OHS Regulations

Qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to: careers@porttoronto.com.

In the Subject Line state: **MANAGER GROUNDSIDE OPERATIONST**

We thank all applicants for their interest. Only applicants selected for an interview will be contacted.

PortsToronto is an equal opportunity employer.