



## IDENTIFICATION

Department	Position Title	
Infrastructure	Regional Airport Manager	
Position Number	Community	Division/Region(s)
33-7727	Norman Wells	Sahtu Region

## **PURPOSE OF THE POSITION**

The Regional Airport Manager has the responsibility to manage, plan and direct airport operations to meet the demands of the air industry and the travelling public in accordance with National and International Civil Aviation Aerodrome standards and recommended practices, Territorial and Federal acts, regulations, policies and departmental procedures.

## **SCOPE**

This position, located at the Norman Wells Airport reports to the Regional Superintendent. The incumbent manages all airport operations at the Norman Wells Airport as well as four registered community airports located at Colville Lake, Fort Good Hope, Tulita, and Délı̄nę to ensure these critical facilities are effective in the delivery of aviation services for safe, secure and reliable movement of people and goods.

The operation of these airports must meet all the requirements of Transport Canada regulations to maintain their operational licenses and Airport Certification. The airports of the Northwest Territories (NWT) are also necessary to meet service obligations for such emergency situations as community evacuations and medical evacuations. The Regional Airport Manager is accountable for the operation of the airport and must serve the airline industry and other stakeholders, maintain safe operations for the public and interact with the Federal regulators from Transport Canada to meet and maintain all regulatory obligations.

The Regional Airport Manager is responsible for promoting a positive safety culture at their airports. Implementation and oversight of the Safety Management System (SMS) is required to meet regulatory obligations and maintain certification.

The operating budget managed by this position is approximately \$2,068,000 with revenue generation through leasing, landing fees, advertising and concessions of approximately \$786,000. The value of the infrastructure managed by this position is in excess of \$120 million.

## **RESPONSIBILITIES**

### **1. Manage the financial, physical and human resources related to the operation and maintenance of the airports to ensure optimal performance.**

- Plan and manage airport operations to ensure the long term serviceability and availability of all airport facilities and equipment in collaboration with Supervisor of Surface Structures and Airfield Maintenance Specialists along with supporting work from airport electricians and equipment mechanical staff.
- Provide effective input in the development of short-term and long-term forecasts for resource requirements, capital plans and operational plans to ensure financial, human and material resources are available to meet program goals and objectives.
- Inspect airport facilities to develop annual work plans and budgets for airport maintenance programs and provides input in the development of specifications for major works contracts to meet program requirements. Provide project coordination for projects delivered on the airport.
- Develop service and operational contracts, statements of requirements, plan of operations, and specifications for site operations and maintenance contracts. Evaluate contract tenders to ensure best value and technical competence.
- Exercise spending authority up to \$30,000 to initiate contracts. Monitor contracts to ensure compliance with contracted terms, schedules and specifications and inspects and approve completed work for progress claim payment.
- Set priorities and supervise the completion of planned maintenance programs and activities by Department maintenance staff to ensure work is completed on schedule and in accordance with performance standards and regulatory requirements.
- Monitor airport operations including leaseholders and air carriers to ensure that all activities follow and meet the principles of accepted environmental practice and ensure that operational and zoning standards are maintained in compliance with Federally Registered Zoning criteria.
- Provide technical and operational review services and initiate the Facility Alteration Permit System for leaseholders.
- Monitor and manage the maintenance of all airport systems, physical plant, mobile assets and Departmental facilities in accordance with the principles of life cycle management and the Airport Maintenance Management System (MMS).
- Prepare reports, plans, cost studies and use studies for planning and management purposes.
- Monitor and evaluate construction and maintenance activities in order to minimize their operational impact, including authorizing and issuing NOTAMs to ensure airside safety of construction activities.
- Ensure compliance with government programs and services (i.e. official languages, GNWT (Government of the Northwest Territories) identity, and barrier free access).

- Monitor a program for bird and wildlife control and the control of foreign object debris.
- Administer assigned budgets and manage 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.
- Supervise and assess staff performance, implement staff discipline, identify training opportunities to meet program needs and requirements.
- Request approvals for staffing action for vacant positions, review screening criteria, review interview questions, participate as a member of the interview committee, evaluate interview responses and work with Human Resources throughout the staffing/hiring process.

**2. 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).
- Develop and implement Airport Emergency Plans (AEPs) as per regulation in conjunction with local, municipal, federal authorities, police, service agencies, and other GNWT departments. Conduct table-top and full-scale emergency exercises to ensure the applicability and accuracy of AEP procedures. Develop and review exercise reports, identify gaps or deficiencies in the plan and amend as required.
- Activate the Airport Emergency Operations Centre when necessary. Help to coordinate emergency response services during any incident which necessitates the use of the Emergency Operations Centre; may lead such operations from time to time.
- Plan and implement an Airport Security Program ensuring the safety of passengers and aircraft moving through the National Civil Aviation System and develop and implement operational programs related to Runway and Airside Reporting, Ramp Management and Airside Vehicle Operation.
- Respond 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.

**3. Manage the implementation of programs to maximize the revenue generating capacity and improve the commercial viability of the airports.**

- Identify potential clients and prospective developers and encourage their use of airport facilities.
- Identify and recommend the development of plans and designs to maximize the revenue capacity of the airports.
- Maintain an administrative process to track lease and concession revenue payments and lease renewal dates.
- Monitor development activities to ensure they remain appropriate for the airport and consistent with the airports responsibilities
- Manage and implement the provision of air terminal and ground transportation services by applying the applicable policies and standards, including public information signage, gate and ramp assignment, taxis, public transportation, etc.

**4. Provide other managers, agencies and tenants with technical advice and support to identify, define, and resolve problems in the operations and maintenance function. Represent the Department in consultative meetings, customer, client and community negotiations and discussions.**

- Maintain open and on-going discussions with Aboriginal organizations/governments and Town Councils 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 the community.
- Assist in the preparation of position papers, briefing notes, cabinet submissions, and Ministerial correspondence, as well as make presentations on major policy or program issues, to ensure effective communication of regional or government positions related to the delivery of programs.
- Make recommendations on the use of airport facilities and services in response to user demands and in consideration of operational safety and emergency situations.
- Coordinate the activities and operational input of other airport organizations that must be coordinated or regulated by a single party (e.g. NavCanada, Transport Canada).
- Consult and advise on technical and operational review services and initiate the Facility Alteration Permit Process.
- Prepare media briefings and participate in press conferences.
- Carry out other duties as assigned.

**WORKING CONDITIONS**

**Physical Demands**

The majority of time is spent in an office environment, with occasional road travel or aircraft flights to attend meetings and inspect community airports. Arms, wrists, and/or back can be stressed with computer work. The incumbent may have to stand for long periods (2-4 hours) in unfavorable conditions while monitoring emergency or disaster exercises and training sessions.

### **Environmental Conditions**

The incumbent will be subjected to harsh weather, extreme noise, dust, dirt, smoke, aircraft fumes and slippery walking conditions during regular inspections and monitoring.

### **Sensory Demands**

The incumbent will be required to be cognizant of airport operations to identify critical issues/hazards and make assessments in very short periods of time. The incumbent will also be required to utilize other senses such as smell (for detection of gases and fumes) and touch (for identification of materials) in inspections and investigations. The incumbent will potentially be exposed to noises such as aircraft engines for prolonged periods of time while at the airfield and almost constant use of a telephone, multi-frequency radio and cell phone.

### **Mental Demands**

Periods of high mental effort and concentration are frequently required to deal with a variety of operation, coordination, and discipline/labor relations issues. Stress levels can be extreme during an airport emergency and when dealing with clients and public that are dissatisfied or angry. The incumbent is called upon for emergencies and must be available to deal with situations on short notice, with interruption of home and personal life to deal operational demands of the airport. Stress is sustained by continually changing priorities, unanticipated demands and short turn around for requests. Dealing with and reporting "Findings of Infractions to Regulations, Policies or Procedures" may result in confrontational circumstances.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Thorough knowledge of airport and aviation industry; knowledge of the Aeronautics act and regulations (such as air traffic, security and zoning), environment acts and regulations, and labor, electrical, building and fire codes.
- Knowledge of airport buildings planning and design, engineering and construction principles and the ability to integrate those within the complex regulatory regime that is in place at the Airport.
- Theories and principles of airport maintenance management and planned preventative maintenance. Ability to properly present the advantages and disadvantages.
- Good working knowledge of government financial regulations, directives and procedures related to both expenditures and the collection of revenues.
- Project supervision and management skills, as well as technical knowledge of civil engineering practices as it relates to airport maintenance and construction, to enable the effective delivery of the maintenance and capital project programs.
- Human resource management skills in order to effectively deal with the numerous issues that can arise with a large staff engaged in an often-stressful environment.
- Conflict resolution and mediation skills to ensure a smooth integration of large private and public workforce activities; negotiation and conciliation skills to ensure the airport's interests are protected and advanced when dealing with contractors, the public, employees and other government departments.

- The ability to lead and communicate a clear direction to staff and provide the incentive to ensure a buy in from the people managed, especially in the integration of new methods of accomplishing goals.
- The proven ability to act confidently in challenging situations to accomplish tasks and select an effective approach to a task or problem.
- Ability to train, instruct and develop various trade disciplines and employees.
- The ability to analyze and evaluate complex issues and to offer a clear solution.
- Writing skills to develop feasibility studies and reports and to ensure employee appraisals are accurately and clearly defined.
- Proficiency with computer skills such as Word, Excel, and PowerPoint.
- Crisis management techniques and the ability to influence the actions of others during an emergency are necessary.
- Ability to diagnose complex technical problems associated with O&M.
- The ability to assess operational requirements and transform them into a practical technical course of action.
- Demonstrable leadership, initiative and professional judgment.

**Typically, the above qualifications would be attained by:**

- Bachelor degree from a recognized institution in the fields of airport management/administration and 5 years directly related experience in an airport environment including supervising, and a valid Class 5 NWT Driver's Licence.

**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