



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Infrastructure	Manager, Operations and Maintenance	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
33-7779	Yellowknife	North Slave

## **PURPOSE OF THE POSITION**

The Manager, Operations and Maintenance plans, manages and directs operations and maintenance for the Yellowknife Airport and four (4) community airports in the North Slave Region. The Manager, Operations and Maintenance, ensures serviceability of all airport surface structure, airport fire trucks as well as airport and highway maintenance equipment.

## **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.

Located at the Yellowknife Airport, this position reports to the Regional Airport Manager and is responsible for:

- Supervising trades personnel and the Supervisor of Surface Structures, who supervises Airfield Maintenance Specialists and the Equipment Operator Trainer.
- Operation and maintenance of five (5) airports located in Yellowknife, Whatì, Gamètì, Łutsek'e, and Wekweètì, with a related infrastructure value of \$150,000,000.

- Serviceability of a fleet of 200 vehicles and equipment, including divisions' light and heavy equipment as well as Fire Trucks.
- Liaise with other Department managers to generate revenue from the Combined Service Building.
- Managing an annual budget for operation and maintenance (O&M) functions that exceeds \$3,000,000.
- Providing technical advisory services to thirty (30) leaseholders on the Yellowknife Airport, who employ over 1,000 people.
- Maximizing revenues, improving commercial viability and managing the implementation of operational, financial, emergency & safety programs.
- Implementation of operational, financial, emergency and safety programs.

## **RESPONSIBILITIES**

### **1. Manages the financial, physical and human resources related to the operation and maintenance of the airports to ensure optimal utilization by:**

- Leading and supervising a team of mechanics, electricians, heavy equipment operators and technicians to provide long term and short term service and maintenance plans and strategies.
- Developing service and operational contracts, statements of requirements, plans of operations and specifications for such items as additions, modifications and preparing site maintenance documentation.
- Administering up to ten (10) ongoing contracts including janitorial, airport operation and various maintenance activities.
- Representing the Airport Manager on technical committees with airlines and other users of airport facilities.
- Conducting technical evaluations of recommended practices and procedures for modifications to airport facilities and equipment.
- Preparing or interpreting reports, plans and cost studies for use by senior managers.
- Acting as project manager for capital equipment purchases.
- Providing technical support to vendors and tenants requiring Facility Alteration Permits.

### **2. Assists the Regional Airport Manager in coordinating revenue generating business analysis activities by:**

- Developing cost benefit and risk analysis required for the development of business cases in support of new regional revenue sources and potential business ventures with industry and other potential partners.
- Evaluating business integration, supply chain management and viability of private businesses operating at the airport.
- Conducting marketing research and forecasting demand.
- Liaising with other Department managers for the repair of service equipment.
- Assisting with the development of performance measurement techniques across all

regional airport operations and subsequent monitoring and reporting.

- Strategizing on how best to optimize and streamline processes, using Lean Operations Management Strategies that emphasize the continuous elimination of waste.
- Providing other managers, agencies and tenants with technical consulting services and advice and support to identify, define and resolve problems in the operations and maintenance functions.
- Conducting assessments of the Operations Management component of the business structure including Human Resource functions, information systems, financial, technical and product service development as it relates to the overall airport business model.

**3. Develops and implements a program for the day to day operation of the airport to ensure safe, uninterrupted operations and a method of operational response during unusual, unplanned or emergency situations by:**

- Recommending use of airport facilities in response to user demands and in consideration of operational safety and emergency situations.
- Monitoring facilities inspections and a continuous program of level of service monitoring.
- Acting as Duty Manager after normal working hours (on a rotational basis with other managers) to oversee the operation of the airport in the absence of management (weekends, evenings and holidays).
- Analyzing reports pertaining to airport operations (including noise management), its facilities and services and recommends corrective action as required.
- Coordinating the activities and operational input of other airport organizations which must be coordinated or regulated by a single party, including Air Traffic Services, Telecom, and various Memorandum of Understanding (MOUs).
- Participating in the operational planning and coordination of airport projects which may affect airport ground systems, passenger terminal facilities and other airport operational areas.
- Supervising construction and maintenance activities, in order to minimize their operational impact, including authorizing and issuing notices to airmen which ensures airside safety for construction activities.

**4. Establishes and implements the airport maintenance program to ensure the safe and efficient operation of the airport facility by:**

- Managing maintenance operations in the Combined Services Building, including the fleet maintenance management of Highways and Airport equipment.
- Managing the airport facilities inventory by overseeing the inventory control systems, with a focus on Just in Time delivery to maximize efficiency and cost

control.

- Directing the Airport Maintenance Management System, including a work request and work order system.
- Maintaining, and updating the airport technical data center by reviewing compiled data on a regular basis.
- Directing and scheduling work assignments and material resources to reduce the impact on airport operations.
- Developing O&M management reports to evaluate maintenance work.
- Evaluating and recommending, where cost-effective, the contracting out of operations and maintenance functions.
- Developing specifications for maintenance and minor construction contract work.
- Developing tender documentation and evaluating contract tenders to ensure best value and technical competence.
- Monitoring an energy conservation program.
- Monitoring and controlling a program for air and water pollution.
- Directing and monitoring the Shaw Tracking System program through the North Slave Region.

**5. Manage the operations portion of the Safety Management System (SMS), to ensure compliance with Federal and GNWT airport security and safety laws, regulations, standards and policies as required to maintain operational licenses and certification:**

- Operating in compliance with the Safety Management System (SMS) to provide a systematic, proactive approach to reducing the risk and severity of accidents/incidents at the airport(s) 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(s).
  - Managing a voluntary non-punitive safety reporting system that can be used by employees of the airport, airlines, and tenants.
- Activating the Airport Emergency Operations Centre when necessary.
- Assisting in coordinating emergency and response services during an incident that would necessitate the use of the Emergency Operations Centre and may lead such operations from time to time.

- Responding to Regulatory Audits conducted by Transport Canada officials and Airport Headquarters auditors, correcting deficiencies and audit findings.
- Updating the Airport Operations Manual to enable the Department to maintain airport certification.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

The incumbent is subjected to exhaust fumes and loud noise at the Airport.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Thorough knowledge of the airport and aviation industry.
- Knowledge of the legal and regulatory environment governing airport operations.
- Estimating and financial management skills in order to develop and control budgets.
- Business acumen to build strong relationships with stakeholders and others to benefit the departmental goals and objectives.
- 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.
- Effective negotiation and conflict resolution skills.
- Knowledge and experience with change management best practices.
- Transport Canada Security Clearance.
- Ability to set targets in support of Departmental objectives.

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

These skills are normally acquired through a post-secondary education, preferably in Business, Economics or Public Administration, coupled with at least five (5) years managing trades and operations, in a public or private sector airport environment.

## **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