



IDENTIFICATION

Department	Position Title	
Infrastructure	Airport Operations & Training Officer	
Position Number	Community	Division/Region
33-15920	Hay River	Air, Marine and Safety

PURPOSE OF THE POSITION

The Airport Operations & Training Officer is responsible for the development and coordination of program development, standards, practices and procedures for airport operations followed at the 27 GNWT airports required for airport safety and certification.

Additionally, the Airport Operations & Training Officer works with managers and other Department staff to identify training requirements and designs, develops and facilitates delivery of training programs. This position is also responsible for development, implementation and administration of the Maintenance Management System (MMS) to support informed decision-making, and to facilitate the efficient maintenance and timely repair of Departmental assets and infrastructure.

SCOPE

The Department of Infrastructure (INF) is highly decentralized in the delivery of its programs and services and is responsible for territory-wide government programs such as the planning, design, project management, construction, acquisition, operation and maintenance of government infrastructure, including airports, buildings, ferries, highways and bridges, and to promote the development and increased use of energy efficient technologies. The Department is also responsible for the provision of motor vehicle and mechanical/electrical/elevator regulatory safety services to the public, the provision of petroleum products to communities that are not serviced by the private sector, environmental assessment and remediation, property management, disposal of surplus property and goods, fleet management, and the marine transportation of cargo to Northwest Territories (NWT) communities.

The airport system must be operated in a highly regimented regulatory environment. Transport Canada, the regulatory authority, can close an airport not managed according to national



regulatory standards. Without an airport, scheduled carriers cannot use the airport, which potentially isolate a community and reduce its ability to function. This industry is extremely sensitive to safety and security and depend on people performing in a very consistent manner in an environment where there is little margin for error.

The Air, Safety and Security section is responsible for providing oversight and maintaining compliance in accordance with the regulations of the 27 public airports across the NWT. The management of the Airports program is carried out through a matrix structure, with regional offices undertaking front-line contracting, monitoring, and support activities. The corporate office supports regional operations, developing the related legislative and policy framework, training, providing regional staff and contractors with tools and programming, and assisting in the resolution of any issues. The program is a mixed model of own-forces and private contractors. The effectiveness of our educational, monitoring and inspection programs motivates and facilitates safe operators, thereby maintaining functional airports for residents, industry, and visitors in the NWT.

The Airport Operations & Training Officer is located in Hay River, and reports directly to the Manager, Air, Safety and Security. This position works with Airport facilities staff, Airport Managers, Regional Superintendents, operational staff, Fleet Manager, Highways Division, and airport contractors to maintain the proper implementation of programs, standards and guidelines in the operation of airports.

This position is responsible to develop, coordinate and provide training to facilitate the application of standards and programs at airports affecting the actions of operations staff located at 27 GNWT airports across the NWT. The Airport Operations & Training Officer facilitates and supports the implementation and compliance of Canadian Aviation Regulations (CARs) and relevant territorial regulations and policies with respect to the operation of airports.

RESPONSIBILITIES

1. Develops and/or implements GNWT and federal programs and standards governing the practices and procedures relating to airport operations used at all NWT airports, to maintain compliance with Transport Canada acts, regulations and standards.

- Analyzes industry standards and practices, followed in the maintenance of airside surfaces and operation of related equipment.
- Develops standards and practices to be followed relating to airport operations, and coordinates implementation with Airport Managers.
- Performs inspections and audits to confirm that airport services are being provided, standards are met, and programs are being delivered, as specified in the Airport Operations Manual (AOM).



- Analyzes and assesses proposed or approved amendments to federal legislation, regulations, policies or other Transport Canada publications governing airport operational and maintenance practices, and briefs management on impacts to the Airports Division program.
 - Reviews and analyzes Transport Canada aerodrome inspection reports and participates in the development of corrective action plans and their implementation for addressing identified deficiencies.
 - Participates in the review of development proposals on airports to assess potential impact on airport operations, certification, levels of service, and/or airport infrastructure.
- 2. Designs, develops, delivers or facilitates delivery of training and orientation programs for airport operations and maintenance staff so that they have the appropriate knowledge and skills to operate and maintain airports in accordance with regulations, standards and airport certification requirements.**
- Evaluates operational requirements and identifies and develops training curriculum to meet accepted standards for operating and maintaining airports.
 - Identifies training curriculum requirements and evaluates training methods.
 - Develops training standards and instruction materials, and designs courses related to airport operations.
 - Administers and delivers training for the Airfield Maintenance Specialist certification program.
 - Maintains a divisional database on training delivered.
- 3. Provides advice, input and technical support on the application of standards and regulated practices, so that certification requirements are met and understood, and that problems are addressed in a timely and effective manner.**
- Participates in reviews of aerodrome development plans and proposed development or construction.
 - Provides input and advice on Plans of Construction Operations (PCOs) for airport construction projects.
 - Provides on-site training and/or scheduled orientation and training on either specific issues or on the implementation of operations and maintenance standards, practices and procedures.
 - Undertakes special projects involving system-wide adoption of new equipment or procedures.
 - Participates in investigations (accident, incident or hazard) to assess the operations and to determine if any action undertaken by the Department could have been a contributing factor. Provides advice, recommends corrective action, and monitors its implementation and the effectiveness of corrective actions.



4. Develops, implements and administers the Maintenance Management System (MMS) and Preventive Maintenance Program (PMP), for the effective and reliable maintenance systems for Departmental assets.

- Develops, administers and maintains the MMS to allow for maintaining asset inventory, disposal of surplus items, maintenance scheduling, and recording time and materials used to perform maintenance.
- Consults with airport staff in implementing or testing the cost effectiveness of maintenance standards, and adjusting standards as warranted.
- Creates new procedures, where required, that meet industry's best practices and that comply with all applicable federal and territorial regulations.
- Coordinates orientation and training on setting up and using the computerized MMS.
- Conducts regular preventative maintenance checks and random on-site inspections, monitors routine maintenance performed by maintenance staff and contractors on assets, and reviews maintenance and serviceability reports to evaluate compliance of the PMP.
- Organizes PMP schedules and work requirements for departmental staff, external clients and contractors.
- Trains or arranges necessary training for departmental staff on how to conduct daily and other routine maintenance checks and tasks on buildings, facilities and mobile equipment.
- Recommends to the Manager, Air Safety and Security and other departmental staff, and arranges for the delivery of preventative maintenance training by outside contractors, as required.
- Reviews and establishes safety procedures and practices with all trades staff, ensuring that maintenance is carried out as planned in a safe manner.
- Interprets large amounts of data from the MMS and customizes reports to display in a useful way to support informed decision making.
- Leads reviews and revisions of the MMS to meet changing codes and client operational requirements.
- Reviews with departmental and external clients the maintenance requirements and assigns priorities.
- Develops or oversees development of policies, procedures and practices to guide operators and maximize life cycle of assets.
- Audits and monitors maintenance operations and conducts evaluations of assets and facilities to determine that maintenance activities are performed in accordance with policies, standards and procedures.
- Works with departmental management and staff to develop annual work plans.
- Coordinates performance of operational and maintenance duties by maintenance specialists and contract workers.



- Reviews and inspects work done by contractors and airport staff, to ensure compliance with the terms of contract documents, work order specifications and regulatory requirements, e.g., operational service contracts.
- Reviews work and recommends measures that can be implemented to increase efficiency and timeliness, and/or reduce maintenance and operating costs.
- Advises Manager, Air Safety and Security, of problems that cannot be corrected through normal operational and maintenance procedures, and recommends options and solutions prepared in consultation with airport maintenance supervisors, staff and contractors.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

May need to provide practical maintenance training in adverse conditions such as -25 degrees Celsius or colder as part of duty travel.

Sensory Demands

No unusual demands.

Mental Demands

Frequent travel is required once a month for 1 to 5 days at a time. Timely actions, guidance, and support must be provided directly to the site as operational needs arise.

Once per month for a period of 1 to 5 days, the incumbent will experience a disruption of office routine and priorities, and lifestyle, in cases of emergency and when duty travel is required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the *Aeronautics Act*, Canadian Aviation Regulations (CARs), Canada Gazette, Aeronautical Information Manual, TP312 (Aerodrome Standards and Recommended Practices), Canada Flight Supplement, Canada Air Pilot, Nav Canada NOTAM Manual, Aeronautical Information Publication, and other Transport Canada information publications governing the implementation of certification of airports.
- Knowledge of airport operations and maintenance.
- Knowledge of Aviation Safety Management Systems (SMS).
- Knowledge on program planning, management and budget systems, experience with trades / skills groups represented within the Department.



- Computer skills in word processing, database and spreadsheets, including effective use a computerized Maintenance Management System (MMS) and its value.
- Strong interpersonal skills to influence, guide and direct colleagues, clients and regional staff.
- Ability to communicate effectively, both verbally and in writing, to exchange information for lay and professional or technical audiences and others.
- Knowledge of course curriculum design and testing, and the planning and delivery of training programs and workplace coaching.
- Problem-solving and analytical skills, including the ability to certify, evaluate and test operational procedures.
- Organizational and time-management skills.
- Ability to interpret acts, regulations, standards, policies and directives, and to translate them into operational procedures.
- Ability to deliver programs in a diverse team environment, and manage competing priorities, often within short time frames.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Training as an Airport Maintenance Specialist or other related airport certification, and three (3) years of related experience in airport operations, as well as one (1) year of experience in project management.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- Class 3 Driver's License, with Air Brake endorsement.
- Within 3 months of appointment to the position, completion of:
 - WHIMS certification
 - Airport Security Clearance
 - Restricted Radio Operator's Permit, and
 - Airside Vehicle Operations Permit (AVOP).
- Within 6 months of appointment to the position, completion of:
 - Firearms Possession Acquisition License (PAL) instructor's certificate.

Position Security (check one)

- ☐ 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 applicable)

- ☐ 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

Indigenous language: Select language

- ☐ Required
- ☐ Preferred