



JOB POSTING

Manager, Integrated Operations Centre

Competition No. #2024-14

Starting Hourly Rate: \$49.13 (after completion of 6-month probation: \$51.73)

Classification Band 7

Victoria Airport Authority (VAA) manages and operates Victoria International Airport (YYJ), which is located on the homelands of the WSÁNEĆ People whose historical relationship to the land continues to this day. YYJ is the 11th busiest airport in Canada with 1.5 million passengers in 2022. YYJ was rated among one of the top ten most loved airports by CNN Travel and was named best regional airport in North America in 2012, 2014 and 2020 and received the award for Best Hygiene Measures in North American in 2020 and 2021 by Airports Council International. VAA has also been named one of BC's Top Employers each year since 2020.

Career Opportunity:

Are you driven by the challenge of ensuring seamless, secure, and efficient operations in a dynamic environment? Join the Victoria Airport Authority (VAA) as the **Manager, Integrated Operations Centre (MIOC)**, a key player within the Security and Terminal Operations team at Victoria International Airport (YYJ).

You will oversee risk management, lead responses to incidents, conduct inspections, and support continuous operational improvement. As the main point of contact for airport partners—including airlines, emergency services, and tenants—you will work with autonomy and make critical decisions to address operational challenges.

We seek a proactive professional with operational experience, strong problem-solving skills, and the ability to lead under pressure. Sound exciting? We think so, too! If you're ready for an impactful, fast-paced role where your expertise ensures smooth airport operations, we'd love to hear from you!

This is a regular, full-time Union position reporting to the Director, Security and Terminal Operations. The role typically involves working a rotating schedule averaging 40 hours per week. Opportunities for casual/on-call employment are also available; please indicate your preference when applying.

Requirements:

The ideal candidate will have:

Education & Experience:

- Degree in aviation management, business administration, operations management or equivalent discipline and two years of recent, related experience*; OR
- Diploma in aviation management, business administration, operations management or equivalent discipline and four years of recent, related experience*; OR
- A minimum of six years of recent (within the past eight years) related experience*.

***Recent, related experience must include:**

- Team leadership or management experience at an airport or an airline.
- Security, emergency services or law enforcement experience.
- Experience providing real-time incident response and remedial services for an organization of similar size and complexity.
- Experience leading operations, security or safety-related threat assessments and investigations.
- Experience contributing to emergency readiness/response/recovery planning.
- Experience in Airfield Operations and Safety Management Systems
- Experience working with applicable airport legislation, CASRs 2012, Measures, CARs, TP312, TP15175, etc.
- Experience contributing to business operations improvements.
- Experience demonstrating a customer-centric orientation.

Other requirements:

- Must be eligible to work in Canada.
- Must be able to obtain and maintain the following as a condition of employment:
 - Government of Canada Secret Clearance
 - Airside Vehicle Operator Permit (AVOP)
 - Radio Operator's Certificate – Aeronautical
- Must be willing to work shifts to meet operational requirements.
- Physical fitness and stamina, e.g.: the position requires walking inside and outside the terminal building in all weather conditions.
- Must be willing and able to tolerate a noisy work environment where there may periodically be fumes from aircraft.

Knowledge of:

- Victoria Airport Authority mandate, values, goals and objectives.
- Canadian Aviation Security legislation, regulations and standards.
- Industry standards and best practices in operations management, performance management (e.g. performance metrics), continual improvement, business continuity, risk management/threat assessment, security, safety, investigations and emergency readiness/response/recovery.
- Business acumen.
- Financial analysis, e.g.: cost-benefit analysis and contract management.
- Business spoken and written English, and technical writing.

Skills and abilities:

- Oral and written English communication skills and the ability to communicate accurate, timely information and concepts in a manner that can be understood by the audience. Ability to speak another language is a plus.
- Excellent interpersonal skills and the ability to develop and maintain effective working relationships with a wide network of internal and external contacts.
- Ability to provide customer-centric leadership and contribute to the VAA's mission, vision, and values.
- Ability to apply business acumen and continually advance business improvement objectives.
- Ability to remain calm, make rational decisions within established parameters and lead the deployment of resources during incidents and emergency situations.
- Ability to demonstrate initiative and work independently within the scope of the role.
- Ability to maintain airport-wide situational awareness throughout the shift.

- Ability to manage multiple priorities and consistently produce results within timelines.
- Analytical, problem solving and judgement skills.
- Conflict management, negotiation, and issues management skills.
- Supervisory skills and the ability to manage performance, provide coaching, motivation, and corrective action when necessary.
- Ability to use a variety of information technologies, Microsoft Office suite, and standard office and operation-specific software applications.
- Ability to read and interpret technical documentation and legislation.

VAA is part of the federally regulated air transportation sector and employees must abide by any potential future federally mandated health measures (e.g. COVID-19 vaccination/booster shots).

Please refer to the full list of Requirements and Duties as found in the job description on [VAA's website](#).

VAA Values

VAA has an incredibly bright future ahead and its success depends entirely on our team of very talented, dedicated staff. We want to ensure VAA is an environment where our people thrive and is an organization where people are proud to work, where our culture is admired and where career aspirations are fulfilled. At VAA we're proud to be living our Values:

People	We work as a team, supporting and respecting one another to bring out the best in each of us.
Excellence	We lead in safety, quality, and innovation to create exceptional experiences.
Integrity	We ensure that honesty, equity, and accountability are the cornerstones of everything we do.
Community	We foster meaningful relationships through service excellence and responsible stewardship.

Applications:

Interested applicants may submit their Cover Letter and Resume quoting Competition #2024-14 by 4:00 pm, Monday December 2nd, 2024, following this link: https://easyapply.co/job/manager-integrated-operations-centre-2?rcid=vaa_careers_page

VAA is located on the homelands of the W̱SÁNEĆ People and as a result, qualified self-identified Indigenous applicants are encouraged to apply and may be given preference during the recruiting and selection process.

An eligibility list to fill future vacancies may be created.

VAA values inclusion and accessibility and is committed to providing reasonable accommodations for applicants and employees with disabilities. If reasonable accommodation is needed to take part in the job application or interview process, please contact humanresources@victoriaairport.com.

Please ensure your application clearly identifies how you meet the education, experience, and knowledge requirements stated in the job description. Applicants must be legally entitled to work in Canada.

We sincerely appreciate the interest of all applicants; however, only those selected for further consideration will be contacted.

**An equivalent combination of recent, related education and experience may be considered.*

*** The Restricted Area Identification Card (RAIC) is a security pass issued by local airport authorities to all non-passengers working in the restricted areas of airports.*