

Job Profile

Title:	Manager, Facilities	Category:	Excluded
Reports to:	Director, Innovation, Facilities and IT	Group:	Planning and Infrastructure
Direct Reports:	Electrical Supervisor + 2 indirect reports Facilities Coordinator (Title TBC, Future – 2025/26)		

Purpose

The Manager, Facilities (Manager) at Victoria Airport Authority (VAA) is responsible for managing and coordinating the airport's key infrastructure and systems, including building, parking lot and airfield electrical systems, custodial services, baggage handling systems, building automation, building maintenance, HVAC, glycol recovery, and sanitary lift stations. The Manager ensures operational effectiveness of these systems and supports the Director, Innovation, Facilities and IT in strategic planning and implementation. The Manager is responsible for Asset Management, including the development of asset management plans and maintenance work programs. The Manager cultivates and maintains relationships with a wide network of internal and external partners and leads a multidisciplinary team of professionals, enhancing their development to ensure alignment with the airport's strategic objectives.

Accountabilities

1. Manages the airport's key infrastructure and systems to ensure optimal and safe functionality and service excellence, including electrical systems, baggage handling systems, building automation, building maintenance, HVAC, custodial, glycol recovery, and sanitary lift stations.
2. Manages the Facilities team to ensure the continuous reliability and efficiency of critical systems, including passenger and baggage processing and building automation.
3. Develops innovative asset management plans, policies, reporting and maintenance work programs for all VAA facilities, including life cycle management, resource optimization (e.g. power and water use) and warranty management.
4. Advises and consults with Capital projects team in selecting appropriate systems, fixtures and other assets.
5. Creates, evaluates, determines and awards requests for proposals (RFP's) and manages contracts with external service providers and vendors to guarantee high-quality services at competitive prices, including custodial, HVAC/building maintenance, facility maintenance, electrical systems, etc.
6. Manages and executes facility-related projects aimed at both improving operational efficiency, enhancing the passenger experience and sustaining the assets of the airport facilities.
7. Manages, coaches, develops and mentors a multi-disciplinary team of employees, fostering high performance, professional growth and team cohesion.
8. Determines and establishes goals and objectives for the team that align with corporate goals, objectives and values; accountable for ensuring goals are achieved and regular reporting on their status.

9. Manages team performance, identifies training and succession needs, makes hiring, promotion, discipline, and dismissal decisions, and determines/allocates resources.
10. Represents the Facilities department on all labour relations matters.
11. Creates and manages the Facilities budget, emphasizing strategic expenditure and resource optimization, reports on variances.
12. Collaborates in VAA's strategic planning efforts, contributing to significant projects and initiatives that impact and improve the organization's assets.
13. Identifies and recommends resolutions to issues through investigations, root cause analysis and specialized studies.
14. Ensures compliance with safety standards and regulatory requirements to maintain a secure and safe environment.
15. Leads initiatives to promote sustainability within facility operations.
16. Identifies and implements new technologies, methods and best practices to enhance the airport's key infrastructure and systems.
17. Engages with airport stakeholders with a customer service mindset to ensure facility operations are well-integrated with the airport's strategic goals.
18. Writes and updates reports and technical documentation including standard operating procedures, policies and other business reports as required.
19. Takes personal responsibility for VAA's Safety Management System, safety related issues and integrates safety into daily work activities.
20. Conducts other related duties as required.

Job Requirements

Education:

- A Bachelor's degree from an accredited college or university in Facilities Management, Engineering, Business Administration, or an equivalent discipline and a minimum of five years of recent, related experience*; OR
- A minimum of ten years of recent (within the last fifteen years) related experience* in a similar role.

*Recent, related experience must include:

- Facilities management experience with at least five years in a managerial role within an airport or similar operational environment.
- Demonstrated experience successfully managing large-scale facilities or projects, including strategic planning and execution.
- Demonstrated experience developing and maintaining operational, project and capital budgets.
- A minimum of five years in a leadership or supervisory capacity, ideally in a unionized environment.

Preferred Qualifications:

- Professional certifications such as CFM, FMP, or equivalent.
- Experience working at a medium or large hub airport.

Other requirements:

- Must be eligible to work in Canada.
- Must possess a valid BC Class 5 Drivers License as a condition of employment.
- Must be able to obtain and maintain Airport Security Clearance (RAIC) as a condition of employment.
- Must be willing to work outside normal work schedule to meet operational requirements, including nights, weekends, and holidays.

Knowledge of:

- Infrastructure management, building, electrical and mechanical systems.
- Industry standards, best practices and security requirements related to all aspects of airport infrastructure, systems, and operations.
- Operations management, business/operational planning, and risk management.
- Financial management, procurement, and contract management.
- Airport operations, safety standards, and regulatory compliance.
- Federal, Provincial, and Local laws, and ordinances governing occupational and industrial safety.
- Human resource management, supervisory and managerial techniques and principles.

Skills and abilities:

- Strong leadership skills and the ability to manage performance, provide coaching, training, motivation, and corrective action when necessary.
- Ability to establish, manage, and maintain strong working relationships with VAA employees, vendors, contractors, tenants, airport stakeholders, and the public.
- Excellent presentation, communication (verbal and written), and interpersonal skills, capable of effectively collaborating with diverse teams and stakeholders.
- Ability to manage and direct complex projects and operations with efficiency.
- Strong computer program skills (e.g. Excel, Outlook, work order systems)
- Ability to implement strategic plans that contribute to the organization's goals.
- Skill in handling conflict and uncertain situations.
- Skill in handling multiple tasks and prioritizing with an ability to be highly adaptable to changes.
- Ability to communicate complex technical concepts in a manner that can be understood by the audience.
- Ability to read and interpret policies, procedures, reports, articles, legislation, specifications, and standards.
- Advanced research, analytical, organizational, problem solving, and continuous improvement skills
- High level of integrity and ethical conduct, with a commitment to maintaining the highest standards of safety and compliance.

Approvals			
Prepared by:	Michelle Cooper	Date:	September 2024
Approved by:	Adrian Nyland	Date:	October 2024