

**YYJ****VICTORIA
INTERNATIONAL
AIRPORT**201-1640 Electra Blvd
Sidney, BC, Canada V8L 5V4**T** 250.953.7500**F** 250.953.7509

Job Description

Position Title:	Commercial Development Officer (2 positions)
Reporting To:	Vice President, Revenue Strategy and Business Development
Key Relationships:	Internal – All VAA Staff External – Contractors, Service Providers, General Public
Supervisory Responsibilities	None

Position Overview

The Commercial Development Officer (CDO) plays a key role in facilitating commercial relationships, development and operations for the Victoria Airport Authority (VAA) contributing to the organization's missions, vision and values, while maintaining a focus on revenue optimization. The Commercial Development Officer (CDO) is responsible for the management of VAA's commercial programs, including tenant land development, in-terminal concessions, public parking, and ground transportation. The role serves as the primary liaison with commercial and land tenants, service providers, and developers, ensuring contractual obligations, service standards, and revenue objectives are met. The role is responsible for supporting permitting processes, construction logistics, and alignment of development projects with airport operational and business requirements.

The CDO works closely with the Manager, Integrated Operations Centre (MIOC) team, which provides day-to-day operational oversight in the terminal of revenue partners and programs.

The Commercial Development Officer position is a union position reporting to the Vice President, Revenue Strategy and Business Development and will normally work a 37.5-hour work week during regular administration office hours.

Education & Experience

- A post-secondary degree or diploma in business is required, with a preference for a focus on business development and/or business administration, marketing and/or property management. Strong project management skills, with the ability to manage multiple initiatives simultaneously and meet deadlines.
- Experience in interpreting and administering government and regulatory Acts, Regulations, and Code compliance.
- Excellent interpersonal and communication skills, with the ability to collaborate effectively with cross-functional teams and external stakeholders.
- Demonstrated ability to respond to clients needs and follow through to completion.
- Work experience of 5 years minimum is required, in some, and preferably in all of the following areas: airport, business, business development, operations, marketing, and client management.. Applicants with an equivalent combination of education and experience may be considered.

Knowledge

- Knowledge of airport operations and regulations preferred, and/or similar industry-related experience in an operational or regulatory compliance environment.
- Strong understanding of and experience in the business of airports, commercial operations (including leases and licenses), facility management, and tenant relations.
- Working knowledge related to understanding and interpreting government and institutional regulations, requirements, and policies.
- Advanced skills required in Microsoft Office suite (Excel, Word, PowerPoint) and an aptitude for technology is an asset.

Abilities

- Excellent customer service and interpersonal skills, and the ability to communicate effectively with internal and external customers and business professionals, both orally and in written business correspondence.
- Ability to be tactful, demonstrate sound judgment, and work as a positive and collaborative team member.
- Excellent organizational skills and ability to meet various conflicting demands.
- Familiarity with airport operations, regulations, and industry standards, including various Code requirements.
- Excellent computer skills and the ability to create and edit a wide variety of documents using various software applications.
- Enthusiastic and energetic with the ability to work both collaboratively in a team environment and independently.
- Excellent problem solver with the ability to think independently to resolve a conflict.
- Detail oriented with the ability to analyze a variety of complex data accurately.
- Accurately research, compile and analyze information, identify trends, and formulate sound recommendations.
- Willingness and aptitude to learn new technology.
- Strong analytical skills with the ability to interpret data, assess business opportunities, and support evidence-based decision-making.
- Knowledge of current trends, regulations and policies in related fields.
- Experience working with clients and client relationship management. Ability to comprehend complex contracts

Security

Must pass and maintain enhanced Airport security clearance.

Duties**Concessions Program:**

- Provide direction and support for all concession operators and service providers to ensure a clear understanding of expectations, roles, responsibilities and measurable outcomes as well as compliance with all airport plans, policies and procedures.



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- Ensure a thorough understanding of all concession day-to-day operations, contractual terms and conditions, and how those relate to customer expectations and integrate into airport operations.
- Monitor concession hours of operations to ensure contractual compliance and to maximize revenue opportunities based on airline schedules and passenger traffic.
- Work with operators to develop a plan to deal with Irregular Operations (IROP) situations, flight delays and cancellations, etc. to meet customer expectations. In the event of irregular operations or emergencies, the CDO supports concession operators in carrying out IOC-directed operational responses.
- Ensure review and approval of any change to hours of operations.
- Develop and foster ongoing strong working relationships with concession operators.
- Provide support in terms of identifying and utilizing airport resources, other airport departments (Terminal Operations, Maintenance, IT, Environment, Safety and Security) and other support partners to assist with improving operational efficiency, service consistency, and resolution of arising operational issues.
- Facilitate the onboarding of new tenants through terminal orientations, delivery logistics, airport access requirements, employee parking, etc.
- Provide regular information regarding flight schedules and passenger traffic updates.
- Develop and support promotional campaigns and assist the airport's marketing team as required.
- Support concession logistics requirements and processes including terminal product delivery, warehousing and storage space allocation. Ensure tenant compliance with Transport Canada regulations for movement of products and Supply Chain Management requirements.
- Ensure familiarization with all regulated and internal safety and licensing protocols as they relate to concession operations (food safety, liquor licensing, terminal evacuations, etc.).
- Ensure tenant compliance with scheduled cleaning/maintenance of kitchen equipment. Liaise with airport Facilities department and contracted maintenance providers as required.
- Work with concession operators and the airport's environmental and facilities teams and external service providers to develop and ensure compliance with all waste, recycling and composting programs.
- Work with MIOC team to ensure a concession notification procedure is in place for any scheduled utility shutdowns..
- Review concession sales reports, monitor trends in airport concession operations and share information with both onsite and corporate concession operators to improve sales and customer satisfaction. Share results of all airport customer satisfaction surveys (e.g. ASQ).

Land Development:

- Facilitate the advancement of land development initiatives by identifying opportunities for development, investigating, compiling and interpreting development data, reports and information.
- Analyze, formulate and make recommendations on development proposals, including consideration for appropriate parcel allocation, proposed tenant functions and activities, and compatibility with adjoining tenancies.
- Ensure proposed land uses are compatible with applicable regulations, agreements, and guidelines.
- Liaise and coordinate with other airport departments to ensure development proposals are compatible with existing and planned operational and infrastructure needs and requirements.



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- Facilitate the gathering, sharing, and updating of applicable airport and site-specific information related to development projects and processes.
- Coordinate third-party consultants and contractors to facilitate tenant land development projects and site investigations.
- Facilitate the ongoing management of the airport's Land Use Plan, including making recommendations for changes, facilitating processes for the review and updating of the Plan, coordinating community consultation as required, and liaising with Transport Canada on Land Use Plan update submissions.
- Participate in the management, review, and updating of key development reference documents and procedural agreements including YYJ Development Guidelines, Municipal Accords and Memorandums of Understanding.
- Act as the airport's key liaison with tenants/developers and their agents throughout the land development process.
- Conduct site inspections as required for construction, operational and code compliance.
- Participate in and facilitate the creation and administration of land development Letters of Intent, Exclusivity, and Land Leases.
- Assist in the process of land market rates assessments including coordinating requests for market assessment studies by qualified assessors and consultants, developing and providing terms of reference, tracking progress, and reviewing draft and final reports.
- Act as a key liaison with existing airport land tenants including establishing and fostering strong relationships, maintaining effective lines of communication, addressing tenant concerns and issues, and providing information to tenants as required.
- Monitor existing tenant operations for lease and regulatory compliance and take action/recommend corrective action where and when appropriate.
- Maintain land development information on the Victoria International Airport website including available development opportunities, ensure posted development information is current, and provide regular updates on major tenant development projects.
- Assist in the airport's annual tenant Environmental Audit program.

Airport Permitting Program:

- Act as a key lead in the airport's Development Permit, Building Permit, and Facility Alteration approval processes by coordinating application requests and facilitating the review of applications and submissions.
- Liaise with review bodies including VAA staff, municipal representatives and consultants to ensure submitted development applications are tracked and reviewed and facilitate the sharing of information as required.
- Facilitate the submission of Development Permit applications for regulatory compliance (Nav Canada, Transport Canada) including assisting in the preparation of submissions, tracking, and followed-up as required.
- Working in collaboration with other airport departments, develop and administer the VAA's facility alteration permit program, including managing records in a database application, facilitate dissemination of information as required, and ensuring all required reviews and approvals are received prior to the issuance of final approval (permit).

Parking and Ground Transportation:

- Oversee the day-to-day operations of all public parking programs and ground transportation (taxis, ride-hailing, passenger shuttles, commercial vehicles, public transit) operations agreements and ensure compliance by all operators and operating license holders.
- Maintain a thorough understanding of expected parking and ground transportation operational levels of service, infrastructure (e.g. Parking Revenue Control System – PARCS) functionality, access control procedures and monitor activity and utilization.
- Ensure ongoing monitoring of all operational budgets related to the parking and ground transportation programs and review monthly revenue reports.
- Act as a key liaison with existing and new ground transportation and public parking service providers including establishing and fostering strong relationships, maintaining effective lines of communication, addressing service provider concerns and issues, and providing information to service providers as required.
- Facilitate the advancement of parking and ground transportation service levels and revenue opportunities by identifying opportunities for service improvement and/or incremental revenue generation, implementing and monitoring modifications and enhancements to policies and procedures, success measures and controls.
- Assess current parking and ground transportation programs, including charges and fees under airport control, to ensure they are competitive in the marketplace and that all services align with market demands. Identify new service level and revenue opportunities.
- Assist in the development and implementation of marketing and promotional programs to facilitate seasonal, joint venture, and incremental revenue opportunities.
- Identify new and emerging technology opportunities that could enhance the current parking and ground transportation programs.
- Implement Irregular Operations (IROPS) plans as needed to address seasonal fluctuation and irregular airport occurrences (i.e. impact to parking operations in the event of a major snow event), including public communications and recovery planning. During these situations, the CDO will support operators in implementing directions provided by the IOC.

Additional Responsibilities:

- Support the corporate communications and media functions as required.
- Prepare requests for proposals and expressions of interest for various business opportunities, participate in the coordination, evaluation, and recommendation of successful proponents, and ensure any related considerations are included in all airport capital and operational planning exercises. Prepare, coordinate, and facilitate contractor and consultant requests for quotation and contracts.
- Prepare a variety of business correspondence and statistical summary reports for appropriate managers, board, private and government agencies, and media.
- Act as a representative of the airport, conducting presentations and tours as required, and aiding stakeholders with inquiries and requests for information.
- Participate in the development, monitoring, and forecasting of departmental budgets, as well as taking personal responsibility for supporting Safety and Security Management Systems by promoting a healthy and growing safety



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and security culture among internal and external clients through the incorporation of safety and security into daily work activities.

- On occasion, schedule irregular shifts to observe and monitor operations outside regular business hours, as agreed upon.
- Take personal responsibility for VAA's Safety Management System, safety related issues, and integrate safety into daily work activities.
- Other related duties.