

## Job Description

---

<b>Position Title:</b>	<b>Administrative Operations Officer</b>
<b>Reporting To:</b>	<b>Manager, Safety and Regulatory Compliance</b>
<b>Key Relationships:</b>	Internal – All Victoria Airport Authority Staff External – Local, Provincial and Federal Government Agencies, General Public
<b>Supervisory Responsibilities</b>	None

### Role Summary:

The Administrative Operations Officer is a key position that provides the Manager, Safety and Regulatory Compliance (Manager), the Director, Airside Operations and Emergency Services (Director) and the operations team with administrative support, records management, work order control and regulatory compliance support. Success in this role requires strong organizational skills, attention to detail, and the ability to coordinate effectively across teams along with a commitment to promoting a proactive and compliant safety culture.

The Administrative Operations Officer is a Union position reporting to the Manager, Safety and Regulatory Compliance (with some functional reporting to the Director) and will normally work a 37.5-hour work week during regular office hours.

### Description of Duties:

The overall responsibilities of the Administrative Operations Officer include but are not limited to:

- Performs general reception and administrative duties for the Manager, Director, and operations team.
- Compiles and distributes various computerized reports, such as weekly AMRS and noise reports.
- Maintains and supports the Airport Maintenance Reporting System. Generates work order updates and progress reports for the Director.
- Serves as the resident user expert of relevant database systems such as (AMRS, AIRS, Vault, Glycol, Noise, Power BI, etc.) and assists operations staff in using the software.
- Works with and in support of the Technical Coordinator, Airside and Supervisors to ensure operational policies, procedures, and programs are kept current, and disseminates amendments to affected stakeholders and internal staff (Airport Operations Manual (AOM), Reduced Visibility Plan of Operations, Winter Operations Plan, Farming Plan etc.).
- Submits, tracks, and reviews aeronautical publications changes in support of the Director, to ensure aeronautical publications are accurate and up to date.

- Maintains and organizes the operational electronic file folders and paper filing systems.
- Reviews and maintains the Airside Administration budget and identify variances.
- Prepares and disseminates Notice to Air Missions (NOTAM) as required.
- Provides support for winter operations crew (e.g. arranges meals, supplies, parts, etc.).
- Participates in the continuous improvement of the SMS program as a member of the SMS Working Group, and SMS. Performs regulatory internal audits as part of the Audit Team.
- Plays a key supporting role in the implementation and ongoing maintenance of VAA's Occupational Health and Safety (OHS) Program, including:
  - Manages version control and coordination of OHS documentation such as Safety Data Sheets (SDS), Safe Work Procedures (SWPs) submitted by departments, inspection records, and training documentation.
  - Maintains electronic libraries, archives outdated materials and ensures appropriate document access across all departments.
- Provides administrative support to the Joint Occupational Health and Safety Committee (JOHSC):
  - Records and distributes meeting minutes.
  - Tracks action items and coordinates follow-up.
  - Assists in the flow of incident reporting within the Vortex system.
  - Schedules inspections and audits and monitors the completion of corrective actions.
- Supports contractor safety compliance by tracking required documentation including site orientations, permits, and safe work procedures.
- Supports the consistent application of corporate OHS processes across the organization
- Researches, sources, and maintains the clothing inventory for operational staff including Airfield Maintenance, Mechanics, Electrical, and the Airport Fire Service.
- Coordinates the use and administration of the Pat Bay Seaplane Base.
- Assists the Technical Coordinator, Airside with operational inquiries and advises the public on height restrictions within the airport proximity.
- Manages, reports and responds to noise inquiries. Prepares statistics for presentations at VAA Noise Committee meetings. Works with external consultants on community noise studies and prepares presentations of the results. Prepares noise advisories and updates the YYJ website.
- Provides administrative support to the Chief, Airport Fire Service and AFS relating to the Airside Vehicle Operating Permit (AVOP) Program.
- Tracks and reviews glycol samples to ensure regulatory compliance for the VAA glycol inventory.
- Represents VAA, as required, on various external committees as requested (OSTA, CAC, BCAC).
- Coordinates and attends operational meetings and records and distributes minutes.
- Liaises with stakeholders and regulators.
- Other related duties as required.

### **Education and Experience:**

Post-secondary credential (certificate, diploma, or degree) in a related field—aviation management, business/office

administration, records and information management, occupational health and safety; or an equivalent combination of education and directly related experience. Extensive experience with work order management control in a technical or industrial business. Experience interpreting Acts and Regulations, ideally within the airport/transportation sector. Applicants with an equivalent combination of education and experience may be considered. BC Class 5 Driver's Licence is required. ISO9001 Auditor for Quality Management Systems would be an asset

**Knowledge:**

- Knowledge of work order management.
- Knowledge of Vortex CMS Software.
- Knowledge of financial management, procurement and contract management.

**Abilities:**

- Ability to read and interpret Acts and Regulations.
- Ability to read and disseminate technical documentation.
- Excellent customer service and interpersonal skills and the ability to communicate effectively, orally and in writing, with internal and external customers.
- Ability to be tactful, demonstrate excellent judgment, and work as a positive and collaborative team member.
- Organized with the ability to work under deadlines with conflicting demands.
- Excellent computer skills and the ability to create and edit a wide variety of documents using various software packages including advanced excel formulas and database management.
- Enthusiastic, energetic, a self-starter with the ability to work independently.
- Must be accurate, analytic and detail orientated.
- Ability to research and obtain information.
- Aptitude for and willingness to learn new technology.
- Must be legally entitled to work in Canada.
- Eventual capacity and capability to act as Technical Coordinator, Airside as required

Within six (6) months of hire, the Administrative Operations Officer must obtain the following certifications:

- Airside Vehicle Operator Permit (AVOP) D Class.
- Radio Operator's Certificate – Aeronautical.
- ISO9001 Auditor for Quality Management Systems.

**Security:**

- Must pass and maintain Transportation Security Clearance - reliability.