



Deer Lake Regional Airport is seeking a trusted, enthusiastic and optimistic leader to join our team as ***Director of Operations***

### Who We Are

For more than 60 years, Deer Lake Regional Airport (DLRAA) has serviced Western Newfoundland and Labrador with regularly scheduled passenger service to and from destinations in eastern and central Canada, with connections worldwide. We're one of the few airports in the world where you can access three World UNESCO Heritage Sites in one trip! Located just off the Trans-Canada Highway in the heart of Western Newfoundland, every day we welcome travelers of all kinds through our doors. Tourists, business travelers and rotational workers are all greeted with a smile as they connect with adventure, work, family and friends in Western Newfoundland.

### What We're Looking For

As a member of the management team, the Director of Operations brings strong leadership skills, change management abilities, and a strong foundation in optimizing processes and operations. Reporting to the CEO, this full-time position is responsible for the efficient and effective management of airport operations, maintenance, Airport Rescue & Firefighting Program (ARFF) while adhering to Federal Regulations at DLRAA.

### What You Will Do

The Director of Operations works in coordination with the Senior Leadership Team to ensure the safe, secure and uninterrupted operations of the airport. The Director of Operations is a role model for staff to ensure a respectful work environment.

- Participate as a member of a cohesive, highly productive Senior Leadership Team, embracing the mission and strategies of Deer Lake Regional Airport.
- Determine key departmental priorities based on input from the Board of Directors and other members of the Senior Leadership Team.
- Provide direct oversight and prioritization of all department activities to ensure that all regulatory requirements are being met and associated training is completed.
- Provide management and technical expertise to the CEO and other members of Senior Leadership Team as required. Regularly attend meetings as a member of the Senior Leadership Team and participate in the development of the corporate strategic plan.
- Prepare and present presentations for the Board of Directors and stakeholders as required.
- Administer the human resources delivery model for Airport Operations including leading the recruitment process and engaging external contractors in coordination with the Senior Leadership Team.
- Performance management of direct reports, including establishment of priorities, monitoring efficiency targets, performance coaching and establishment of training and career development plans, evaluation and discipline.
- Maintain a close working relationship with tenants and key stakeholders to ensure operational issues are resolved quickly and effectively.
- Prioritize short and long-term activities with a focus on continuous improvement of the level of service provided to stakeholders. This requires the management of competing cross-departmental needs.

## Qualifications

- Engineering or Business professional with 5 years management experience (preference in airport management);
- 5 years' experience managing personnel, operational performance (KPIs, deadlines, quality), and group performance (synergy and teamwork);
- Experience optimizing processes and operations;
- Experience with managing regulatory frameworks for implementation and monitoring in an operations based environment;
- Experience planning and organizing work based on volume, resources and priorities;
- Postgraduate studies in public administration or business are an asset.
- Thorough knowledge of property management and trade practices is considered an asset.
- A minimum of 5 years' experience in airport management and knowledge of Canadian Aviation Regulations is considered an asset; and
- Experience with thorough knowledge of safety and security policies and practices is considered an asset.

## What You Thrive On

- Leading with integrity, fairness, and professionalism;
- Communicating effectively both in writing and verbally;
- Critical thinking to analyze, evaluate information and plan to mitigate risk to consistently make informed and clear decisions;
- Attention to detail while being highly organized with an aptitude for prioritization and an ability to multi-task.
- Understanding corporate strategy and developing a plan for the team to navigate and contribute to organizational success.

## What We Offer

- Engaging workplace - our priority is to create an environment where employees feel valued, respected, connected, and tuned in, we have forward-thinking policies and strategies.
- Career development where you have access to career guidance, tools, resources, and education opportunities for every stage of your career.
- A competitive salary as well as health /dental benefits, and pension plan.

**If you are an enthusiastic individual who has a passion for leadership and quality, have the qualifications, and are prepared to meet the challenges as outlined, apply in strictest confidence today!**

**Contact: Tammy Priddle at [tammypriddle@deerlakeairport.com](mailto:tammypriddle@deerlakeairport.com)**

*We embrace diversity. Individuals that represent a variety of backgrounds, perspectives, and skills are encouraged to apply. We thank all applicants for their interest, however only those candidates being considered for an interview will be contacted. Applicants considered for the position will be subject to a background check. This opportunity is only available for candidates legally entitled to work in Canada.*