



## Associate Director, Groundside Operations

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### Your way forward: Join Canada's busiest airport as our next Associate Director, Groundside Operations

Do you want to help transform Toronto Pearson into the global airport of the future? We're committed to becoming one of the most advanced, sustainable, and passenger-friendly airports in the world – and we need your help. This is your chance to play an essential role: building the story of Pearson's transformation and engaging meaningfully with a range of critical partners to build trust and support for organizational mandates and priorities.

#### Position Summary:

This position plays a key leadership role in the planning and service delivery of Groundside transportation, parking, curb management and associated construction activities. The incumbent leads a team of two Managers, including a Manager, Parking Operation and a Manager, Ground Transportation Services. Accountable to monitor, measure, analyze and report on the delivery of ground transportation and parking operations that affect service delivery and operational efficiency.

#### As Associate Director, Groundside Operations, you will:

- Develop and implement effective solutions to improve and ensure the sustainability of the parking facilities and groundside initiatives including performance, experience, reliability, passenger communication, wayfinding, conformance to regulatory and corporate standards and readiness of all groundside processes/programs
- Accountable for the Groundside plan of operations, curbside, roadway and parking enforcement, irregular Operations (IRROPS) plans, operational contingencies, business continuity and construction mitigation plan
- Coordinate and communicate groundside activities to the GTAA and community while minimizing impact to our passengers
- Monitor, analyze and report on performance KPI's for Groundside Operation activities around service delivery and operational efficiency
- Identify patterns, areas of opportunities and gaps in service delivery and provide sound corrective actions
- Coordinate and approve construction activity to manage and minimize impacts for garages, parking lots and curbside
- Prepare plans, Standard Operating Procedures (SOP's) and contingencies for the service delivery team
- Liaise with the Director, Terminal Operations to make decisions for operational activities and set strategic goals
- Provide input into strategic operational decisions such as technologies, long-term labour and equipment, facility location decisions, and long-term capacity to meet our internal/external customers' requirements
- Follow up with business partners, contractors, and project management with regards to service failures
- Responsible for high level decision making, building long-term initiatives, and coordinating with our business team.
- Responsible for conflict resolution from customers and passengers
- Audit the service delivery component against the plan
- Develop and maintain strong relationships with customers and partners to drive operational performance, influence behaviour and remove impediments to improve the passenger experience
- Provide effective and inspiring leadership while creating an environment of accountability become part or the norm by measuring the outcome
- Overall management of contracts, including the renewal process (RFP, evaluation, and award); establishment of performance standards and Service Level Agreements (SLA); reporting on performance standards and SLA; and control of the contract budget
- Accountable for invoice processing, supply requisitioning, and budget oversight for all contracts
- Prepare and manage annual budget; including headcounts, OPEX and CAPEX programs and initiatives
- Coach, mentor and individuals and teams to rise to their full potential while providing timely, constructive and consistent feedback and personal development opportunities

#### This is a chance to be on the frontline of history at Toronto Pearson. To do so, you will bring:

- Post-secondary diploma in Aviation Management; Business Management, or relevant field
- 8 years of progressive operations management
- 7 years' experience in an airport environment or related industry
- 5 years' leadership with people management experience
- Experience in planning and managing operational and capital programs
- Experience in parking and ground transportation operations
- Valid Ontario Driver's License
- Ability to obtain and retain Transportation Security Clearance



**At Toronto Pearson, we value a wide range of experience. Consider this role if you have:**

- Strong communication and interpersonal skills, balanced with a high level of confidence to influence and present at all levels
- Strong executive presence and confidence in dealing in a multi-disciplinary, complex technical environment
- Requires ability to learn and adapt quickly about business, goals and strategies
- Urgency and passion for improving the delivery of services with a commitment to continuous improvement
- Ability to visualize critical interdependencies
- Ability to successfully manage under pressure and respond to critical and or changing priorities
- Proven relationship management skills with internal and external partners with demonstrated ability to influence, collaborate and negotiate cross functionally in a unionized environment, as well as with external partners to achieve results with diplomacy and tact
- Demonstrated skills and experience developing and delivering presentations to a varied audience
- Excellent communication skills (written and verbal)
- Experienced with Microsoft Office suite products such as Excel, Word, and PowerPoint
- Knowledge of air carrier's operations, terminal operations, baggage operations, key partner agencies operations (CBSA, US CBP, CATSA, PHAC, TC) and of Contracting practices, procedures and management/administration

At Toronto Pearson our future is unlimited because we are building it. Our work is not just about building the foundation for the airport of tomorrow but the way to create careers in a cutting-edge work environment. Be a part of this once-in-a-lifetime chance to build our legacy.

**Let's do this together!**