

# Niagara Central Dorothy Rungeling Airport

Niagara Central Dorothy Rungeling Airport Commission (NCDRAC)  
is seeking a part-time **AIRPORT FACILITY OPERATOR**



**Location** – Located in the Niagara Region and municipally owned by the Town of Pelham, City of Port Colborne, Township of Wainfleet, and City of Welland, the aerodrome is centrally located within the Town of Pelham at 435 River Road, adjacent to the Welland River.

Reporting to the Commission, you will be responsible for the day-to-day operations, administration and marketing of the airport, including, but not limited to, property management and airport services.

### ***To be successful in this role, you should have***

- Business Management and/or Marketing Experience
- Aviation and/or property or facility management would be an asset
- A valid Ontario Driver's License

### ***Who you are***

- Self-motivated, with the ability to work flexible hours and independently
- Diplomatic; you treat everyone with respect and dignity

This is a **part-time** position. Hours are flexible. November through March, approximately 20 hours per week on and off site and April through October, approximately 30 hours per week primarily on site.

Please visit our website ([www.niagaracentralairport.ca](http://www.niagaracentralairport.ca)) for a full job description.

**This posting closes on  
February 2, 2024 at 4:00 p.m.**

---

Please email your resume with cover letter to: [admin@niagaracentralairport.ca](mailto:admin@niagaracentralairport.ca)

---

We thank all those who apply but advise that only those applicants selected for an interview will be contacted.

We are an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If contacted for an interview, please advise us of any measures you feel you need to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

# Task Description

---

## Airport Facility Operator

### **Purpose and Scope**

Reporting to Commission, the Airport Facility Operator has overall responsibility for the operation, marketing and administration of the Airport.

Scope of responsibility will include but is not limited to: administration, marketing and property management, as well as directing and providing both hands-on and oversight of operations staff or contractor(s) and contract bookkeeper while maintaining effective customer service delivery.

The facility operator is responsible for effective relationship building and communications with the Commission, land and airside tenants, aviation associations, all regulatory agencies, customers, and the general public.

### **Airport Operations**

- Lead airport operations, identifying needs, implementing performance and safety improvement measures where appropriate, and making recommendations.
- Provide guidance to all staff, contractors, customers, and tenants in mediating and finding constructive solutions to issues, requests, complaints, or claims.
- Ensure that all established safe work practices and procedures are followed.
- Provide oversight of operations, emergency response, administration, and property management.
- Ensure airport policies and procedures are adhered to, implemented, and maintained and that the airport complies with all regulations and policies (federal, provincial, and municipal authorities).
- Act as the primary point of contact on all operational and business issues concerning the airport.
- Liaise with the Commission directors, contractors, general public, in regard to airport operations, projects, and enquiries on an ongoing basis.
- Attend and provide agenda and reports for Commission meetings.
- Maintain an active liaison with all land and airside tenants on operations matters of mutual interest.
- Develop, implement, and maintain up-to-date standard operating procedures.
- Collect, analyze, and interpret information related to airport activities and performance, and prepare and maintain annual airport operations reports as directed.
- Responsible for the administration of the annual operating and capital budgets, ensuring operations are managed within the approved budget limits.
- Manage an ongoing program of capital investments and maintenance, and participate as needed in the planning, design, scheduling and organizing of airport related capital works projects.
- Ensure prompt, thorough, and appropriate investigations and responses to airport requests and complaints.

### **Property Management, Marketing & Strategic Initiatives**

- Demonstrate a strong commercial marketing focus on rental hangars.
- Enhance and promote the airport's public image locally, with all stakeholders and tenants.
- In consultation with the Commission, honour and enforce the terms of all leases and contracts.

- In consultation with the Commission, help develop an airport long-range strategic plan.
- Ensure all electronic and paper-based data, documents, reports, and correspondence are maintained.

**Additional Responsibilities**

- Beyond oversight, the Facility Operator will have a full understanding of contract/staff who provide bookkeeping, facility maintenance and meeting clerk responsibilities.
- Assist and perform tasks, including, but not limited to, on-site phone, mail, and email retrieval and responses, website message changes, drinking water system checks and ordering all safety and runway checks, filing, cheque printing, and other ancillary administration and commission directed tasks.
- Identify regulatory, policy, or procedural deficiencies and implement solutions.

**Helpful Qualifications**

**Knowledge/Skills:**

- Knowledge of applicable federal, provincial, and local regulations, standards and guidelines specifically Transport Canada and airport maintenance.
- Knowledge and understanding of the airport leasehold arrangements.
- Knowledge of applicable WorkSafe regulations and safe work procedures.
- Basic knowledge Microsoft Office.

**Key Competencies:**

<b>Key Competency</b>	<b>Job Specific Requirements</b>
Communication	Good interpersonal, oral, and written communication skills. Able to write reports.
Conflict Management	Able to resolve conflict with a professional manner and calm demeanor, and to deal effectively with the public.
Creativity and Innovation	Able to plan and deliver change initiatives and innovation.
Leadership	Lead by example in maintaining a respectful, safe, and supportive work environment, along with treating everyone with courtesy, dignity, and fairness.
Performance	Excellent performance and employee relations skills.
Networking and Relationship Building	Able to establish effective, respectful, and cooperative relationships with internal and external stakeholders.
Planning and Organizing	Able to meet deadlines, multi-task, and manage time effectively.
Teamwork	Works effectively as a team member, promoting team cohesion, inclusion, and collaboration.