



Employment Opportunity

Ramp Manager

Competition#: 4N21-042
Wage: Commensurate with Experience
Hours of Work: Permanent Full-time
Location: Whitehorse, Yukon
Closing Date: Until Filled

Air North, Yukon's Airline is looking for someone to step into a highly safety focused role as Ramp Manager. The Ramp Manager plays an integral role in ensuring that we are meeting and maintaining the highest of safety standards during our ground operations. Strong leadership, impeccable safety focus and superior communication are essential to success in this role. We have an incredible team doing a tremendous job operating at our various locations, during daily operations and during charters who are looking for a team focused leader.

Reporting to the Director Ground Operations, the Ramp Manager plays a key role in the oversight of the ramp teams, training programs, manual development and audits for all aspects of the ramp operations. The incumbent serves as an accountable leader to ensure all internal and external policies, procedures and standards are met or exceeded.

flyairnorth.com

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USA/CANADA
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PHONE
867.668.2228

Duties and Responsibilities:

- Coordinate, oversee and participate in all ramp operations
- Supervise, direct, assign and evaluate the work of direct reports
- Maintain seamless communication within the ramp department and with other departments to ensure efficient operations
- Develop and manage performance objectives
- Conduct performance reviews, coaching and disciplinary action as required, liaising with HR to ensure proper process and documentation takes place
- Monitor and improve on-time performance, ramp effectiveness and safety
- Assume any responsibilities delegated by the Director of Ground Operations
- Liaise with other company departments such as Passenger Services and Cargo in developing policies and procedures to ensure consistencies are met across the company
- Develop all initial and recurrent training programs required for Ramp operations, including training curricula, online courses and assessment tools
- Develop and maintain a 'train the trainer' program
- Assist in the achievement of the International Air Transportation Association Operational Safety Audit (IATA IOSA.)
- Act as a resource for all ramp employees, answering questions, providing operational feedback, and correcting procedural non-compliance when observed
- Represent Air North professionally in the community

Knowledge, Skills, and Abilities

- Exceptional organizational and time management skills;
- Energetic, hands-on approach to the job;
- Attention to detail and strong observational skills;
- Analytical approach to problem-solving, with the ability to monitor and coordinate multiple moving pieces at the same time;
- Excellent verbal and written communication skills;
- Good people skills, including tact and approachability;
- Strong computer proficiency and aptitude with data entry software programs;

- Excellent awareness of health & safety matters;
- Commitment to building positive working relationships with senior management team, colleagues, service providers and other companies or industry associations;
- Familiarity with restricted airport operations and/or Transport Canada aviation regulations.

Qualifications/Conditions of Employment:

- Minimum Grade 12 diploma or equivalent;
- Minimum of three years of experience in Ramp Operations;
- Minimum two years management or leadership experience;
- Required to obtain and retain a valid Restricted Area Identification Card (RAIC), Restricted Operators Certificate – Aeronautical (ROC-A), and Airside Vehicle Operations Permit (AVOP)
- Must successfully complete all initial and recurrent training;
- Must be physically fit (able to lift up to 70 pounds repetitively, stand for extended periods of time, move in confined spaces, bend, knee, crawl, stoop, and climb);
- Must be a Canadian citizen, Permanent Resident, or show proof of right to work in Canada.

How to Apply:

Quoting competition #4N21-042, please submit your resume and cover letter to the Human Resources Department by Tuesday, August 24, 2021 5pm (1700 PST).

Email: careers@flyairnorth.com

In Person: Air North Office, 150 Condor Road, Whitehorse, Yukon

We wish to express our appreciation to all applicants for their interest in this position. Due to the substantial volume of applications we receive, only candidates selected for an interview will be contacted. Applicants must clearly indicate that they meet the minimum qualifications to be considered for a position.

Air North, Yukon's Airline is committed to employment equity, and has been serving Yukoners for over 40 years. We offer competitive wages, an attractive benefits package including great travel perks, and an enriching work environment for our 350+ employees.

