

<b>Position Title:</b>	<b>Airport Manager - Vienna</b>
<b>Reporting to: (Manager/Director)</b>	GM, Ops SEU/ME & North Africa
<b>Branch/Division</b>	24- International
<b>Current Band / Title (If existing position)</b>	Grade 74

**Scope/ Purpose of the Position:** (Summary)  
Actively support and supervise the daily Operations at Vienna airport to ensure safe and secure Service to all Stakeholders.

**Key Functions & Accountabilities:**

**Operational, Administrative and Commercial responsibility including the following activities, keeping main Corporate Priority, safety first and last 100% at all time in mind:**

- Supervision of Handling Agents at Vienna Airport concerning above and below the wing activities on a daily basis such as Passenger Services (Check-in, Ticket Desk, Concierge Service, VIP Service, Lounge Service, Gate Handling, Safety and Security Checks), Baggage Services, Load Control, Commissary & Catering, Aircraft Cleaning, Fuel Services, Maintenance Services.
- Implementation and audit of Air Canada SOPs (Standard Operating Procedures) and regular follow up meetings with Stakeholders internally and externally
- Ensure a high quality and safe level of Customer Service especially in case of irregular Operations (delays, cancellations, Denied Boarding Cases, etc.) adhering to Austria Law, Canadian Law and internal policies and procedures
- Coordinate daily activities with SOC, Dispatch etc., Flight OPS, Crew Scheduling etc. when needed (especially during IRROPS)
- Coordinate Emergency Response Procedures with HQ and Star Alliance Partners as well as Airport Authority and Handling Agents. Maintain accurate Manuals and participate in Emergency Procedure Training.
- Optimize on-time performance involving all relevant Stakeholders
- Monitor results (OTP, PAWOB, Overcatering, etc.) and implement corrective actions where required. Work closely with HQ Team to achieve goals and optimize results.
- Ensure regular communication with all handling agents in order to maintain high level of quality.
- Support Handling Agent during training for new staff, ie hold product and services workshops.
- Support and participate in negotiating ground handling contracts to ensure a cost-efficient and safe operation
- Finance: Budgeting Costs and Revenues, maintain Budgets, Cost Control, Accounting activities
- Coordination with various Authorities such as Airport Authority, Federal Office of Civil Aviation, Slotcoordination, Air Traffic Control, Police, etc. Represent Air Canada at meetings and workshops with these Authorities
- Coordinate activities with Star Alliance Partners at Vienna Airport making sure CodeShare Agreements and procedures are correctly reflected. Attend SAAT meetings to defend Air Canada's interests at Vienna Airport
- Represent Air Canada at monthly AOC meetings and defend its interests at Vienna Airport.

**NOTE:** ACTUAL DUTIES AND RESPONSIBILITIES MAY INCLUDE ANY OR ALL OF THE FUNCTIONAL DUTIES AND RESPONSIBILITIES LISTED ABOVE PLUS ANY OTHER RELATED TASKS AS ASSIGNED BY THE EMPLOYEE'S SUPERIOR.

**Qualifications:**

- Bachelor's degree in a relevant field
- Minimum 2 years of experience in a managerial role with experience in the airline industry
- Strong understanding of airport operations and passenger movements
- Ability to manage multiple tactical and strategic projects
- Excellent verbal and written communication skills with the ability to converse with Senior Management and high-ranked external figures
- Demonstrate passion for travel
- Fluent in English & German language, oral and written. French and other languages are an asset.