New Opportunity

Thompson Regional Airport Authority

Welcome to the North

Are you looking for a new opportunity to build new relationships in a unique and growing industry? Do you have a passion for helping people? At the Thompson Regional Airport Authority, we value teamwork and a work environment where people come to work to help one another.

Our growing airport facility is now accepting applications for the position of Terminal Operations Supervisor.

We offer a competitive wage and benefit package for the right person who demonstrates the required skills and shares the values that the Thompson Regional Airport Authority represents.

Terminal Operations Supervisor:

The Terminal Operations Supervisor is the on-site, front-line leader responsible for keeping Thompson Regional Airport Authority's (TRAA) terminal safe, clean, functional, welcoming, and ready for daily operations.

Reporting to the Manager, Terminal Operations & Guest Experience, the Supervisor coordinates the daily work of security, custodial and terminal service teams; monitors parking, access, public areas and passenger-facing services; and serves as a central point of contact for airlines, tenants, vendors, travelers and staff when day-to-day issues arise.

The primary emphasis of the role is guest experience and dependable operational coordination. The Supervisor ensures that people move through the terminal efficiently, service standards are consistently applied, concerns are addressed promptly, and operational or safety risks are resolved or escalated to the appropriate manager.

Responsibilities:

Leads Daily Terminal Operations and Readiness

- Provides visible, on-site supervision of daily terminal operations and acts as the first point of contact for routine terminal service and coordination matters.

- Completes or oversees opening, readiness, inspection and shift-handover routines to confirm that public areas, passenger amenities, signage, access points, parking interfaces and service areas are ready for use.
- Coordinates staff deployment and service coverage based on flight activity, peak periods, operational disruptions, special events, tenant needs and emerging priorities.
- Monitors terminal conditions and systems and promptly coordinates maintenance requests, temporary measures and escalation with the Manager and Airfield & Infrastructure.

Leads Guest Experience and Service Recovery

- Models and reinforces a guest-first service approach that is professional, respectful, inclusive and responsive to the needs of travelers, visitors, tenants and partners.
- Responds to guest concerns and service breakdowns, coordinates immediate resolution where possible, and escalates matters requiring management, airline, security or technical intervention.
- Supports an intuitive and welcoming terminal experience by monitoring cleanliness, comfort, accessibility, wayfinding, signage, presentation and the quality of front-line interactions.
- Documents recurring concerns, feedback and service gaps and recommends practical improvements to the Manager.

- Supervises Security and Custodial Services
  - Provides day-to-day direction, scheduling, task assignment, coaching and performance feedback to assigned security and custodial/janitorial staff in accordance with TRAA policy and applicable collective agreements.
  - Works with the Manager, Regulatory Programs and Manager, Terminal Operations & Guest Experience to ensure operational security procedures, patrols, access-control practices and response expectations are understood and consistently followed.
  - Establishes and monitors custodial inspection routines, cleaning schedules, waste-management practices, supply levels and response standards for spills, weather impacts and high-use areas.
  - Coordinates the work of contractors and service providers, documents performance concerns and follows up on deficiencies or missed service expectations.
  - Ensures staff concerns, attendance issues, performance matters and coverage risks are documented and escalated to the Manager and Human Resources as required.
- Coordinates Parking, Access and Terminal Service Processes
  - Coordinates the daily operation of parking processes and systems, including customer inquiries, access issues, vehicle-related concerns, revenue-control management and escalation of equipment or process problems.

- Supports consistent vehicle intake, parking allocation and tenant or staff parking processes in accordance with established procedures and management direction.
- Coordinates routine access control administration and ensures requests, approvals, issuance and returns are documented and directed through the appropriate security and administrative processes.
- Maintains accurate logs and records related to parking, access, service requests, incidents and unresolved issues.

- Coordinates Airlines, Tenants, Vendors and Service Partners
  - Maintains effective day-to-day relationships with local airline, ground-handling staff, and airline security to support passenger processing, terminal scheduling, baggage and boarding interfaces, disruption response and service continuity.
  - Coordinates routine tenant onboarding and operating needs, including access, orientation, service contacts, terminal procedures and issue escalation.
  - Communicates daily operating information, service expectations, access impacts and facility issues to affected tenants, vendors, contractors and partners.
  - Addresses routine service or coordination concerns promptly and brings unresolved, material or recurring issues to the Manager with clear information and recommended next steps.

Implements Safety, Security and Emergency Procedures

- Implements applicable terminal safety, security, emergency, occupational health and Safety Management System procedures within the scope of the role.
- Identifies and reports hazards, unsafe conditions, security concerns, incidents and service risks and ensures immediate protective action is taken within delegated authority.
- Coordinates initial front-line response and communication during terminal incidents or disruptions until the appropriate manager, regulator, emergency lead or responder assumes control.
- Supports emergency exercises, drills, training and after-action follow-up and ensures assigned terminal staff understand their responsibilities.
- Maintains required incident, inspection, training, access, shift and service records and supports reviews, audits and corrective-action tracking as requested.

Plans Schedules, Coverage and Staff Development

- Prepares or coordinates staff schedules, shift assignments, break coverage and operational coverage for security, custodial and assigned terminal service teams, subject to management approval and applicable agreements.

- Monitors staffing levels, absences, vacation impacts and coverage gaps and brings risks forward early with workable recommendations.
- Conducts shift briefings and handovers so staff understand priorities, operating conditions, special requirements, incidents, unresolved issues and expected follow-up.
- Supports recruitment, onboarding, orientation, training, cross-training and refresher training in coordination with the Manager, Human Resources and Regulatory Programs.
- Coaches staff on service standards, procedures, communication, conflict resolution, documentation and professional conduct and recognizes strong performance.

Provides Reporting and Continuous Improvement

- Provides concise daily and periodic updates to the Manager on terminal readiness, staffing, incidents, guest concerns, service-provider performance, parking and access issues, and decisions or support required.
- Tracks service observations, recurring issues, complaints, response times, inspection results and other operational information used to assess performance and identify improvements.
- Supports the development, implementation and refinement of terminal procedures, checklists, service standards, training materials and communication routines.

Performs other related duties and special assignments as directed by the President & CEO.

Key Competencies

Guest-First Leadership - Creates a welcoming, respectful and service-oriented environment and keeps the needs and experience of travelers, visitors, tenants and partners visible in daily decisions.

Operational Stewardship - Organizes people, schedules, services and information so the terminal remains safe, clean, functional and ready throughout the operating day.

Front-Line Team Leadership - Sets clear expectations, coaches performance, addresses concerns and builds accountability, confidence and pride across diverse service teams.

Calm Judgment & Service Recovery - Responds constructively under pressure, stabilizes difficult situations and coordinates practical solutions while maintaining professionalism and care.

Collaboration & Influence - Builds effective working relationships with managers, staff, airlines, tenants, vendors, contractors and community members and coordinates across functional boundaries.

Safety, Security & Compliance Focus - Understands the importance of procedures, documentation, access control, hazard reporting and timely escalation in a regulated airport environment.

Accountability & Follow-Through - Maintains visibility of issues, commitments and unresolved matters and ensures work is completed or escalated rather than allowed to fall between roles.

Communication & Transparency - Provides clear instructions, respectful public communication, accurate documentation and timely updates to staff, managers and partners.

Continuous Improvement - Uses observation, feedback and operating information to strengthen routines, service standards, team performance and the guest experience.

Qualifications

- Minimum three to five years of progressive experience in a customer-facing operational environment such as an airport, airline, transportation hub, hospitality operation, health-care facility, public venue, retail centre, municipal service, facilities operation, or similar setting.
- Demonstrated experience supervising or leading front-line employees and/or contractors, including scheduling, work assignment, coaching, attendance follow-up, service standards and performance feedback.
- A strong record of guest or customer service, sound judgment and effective service recovery in situations involving competing needs, delays, complaints or operational pressure.
- Experience coordinating security, custodial, parking, access-control, facilities, vendor, tenant or public-facing service functions is considered an asset.
- Airport or aviation experience is considered an asset but is not required where the candidate demonstrates strong service leadership, operational coordination and the ability to learn airport safety and security requirements.
- Ability to interpret and consistently apply policies, procedures, schedules, checklists, service standards, collective-agreement requirements and safety or security instructions.

- Strong verbal and written communication, conflict-resolution, organizational and problem-solving skills, with the ability to communicate effectively with staff, travelers, airlines, tenants, contractors and managers.
- Proficiency with Microsoft Office and the ability to learn parking, access-control, incident-reporting, scheduling, work-order and other terminal operating systems.
- Ability and willingness to work on site in Thompson, Manitoba, and to work a flexible schedule aligned with terminal operating requirements, including early mornings, evenings, weekends or holidays as required.
- Valid Manitoba Class 5 Driver's Licence, or equivalent, and the ability to obtain and maintain required airport security clearance and restricted-area credentials.
- First aid, emergency response, occupational health and safety, conflict de-escalation, accessibility, or customer-service training is considered an asset.
- Post-secondary education in Hospitality, Tourism, Business Administration, Aviation, Facilities or Operations Management, Public Administration, or a related field is preferred. A combination of relevant education, training and experience may be considered.

Benefits:

The Thompson Regional Airport Authority offers a flexible work environment and a competitive benefits package, including pension, health and dental benefits for full-time employees.

Applications:

Applicants are requested to indicate in the cover letter or resume how they meet the qualifications of the position.

Please forward your resume with cover letter to: Christine@reframehr.com