

Position: Duty Manager OCC

Work location: Montreal-Saint-Hubert Airport (YHU)

Department: Operations Control Center (OCC)

Status: Full-time – Rotating shifts (day, evening, night, weekends)

Immediate Supervisor: Operations Control Center Manager (OCC Manager)

About YHU Terminal

YHU Terminal is a partnership between Porter Aviation Holdings and Macquarie Asset Management to develop and operate a new state-of-the-art passenger terminal at MET - Montreal Metropolitan Airport in Saint-Hubert. The private Terminal operator offers modern facilities that will eventually welcome up to four million passengers a year.

Mission

The OCC Duty Manager is responsible for supervising and coordinating airport operations in real-time. The role involves managing incidents, ensuring the smooth flow of operational activities, and actively contributing to the safety, security, and continuity of airport operations.

Main Responsibilities

- Supervise and coordinate all daily airport activities: task distribution, monitoring communication flows, and updating operational statuses.
- Assign daily tasks to OCC staff, ensure effective supervision of the team, monitor performance, and support staff in handling operational priorities.
- Develop, plan, and execute staff training programs, ensure the continuous update and accuracy of employee files in compliance with company policies
- Maintain clear communication with all airport entities (Air Traffic Control, maintenance, NAV Canada, security, safety, airlines, ground operations, De-icing, and other stakeholders).
- Detect, report, and follow up on any operational anomalies (incidents, accidents, critical malfunctions).
- Apply and enforce Transport Canada regulations, the Safety Management System (SMS) program, and the airport security program.
- Coordinate airport emergency plans (ERP) in critical situations.
- Manage initial safety or security incidents before the intervention of the appropriate authorities.
- Actively participate in emergency drills, SMS training, ERP, and Business Continuity Plans (BCP).
- Use OCC systems (dispatching, Taxi way, parking allocation, cameras, resource management software).
- Produce real-time and post-event operational incident reports.

- Capture in real time all operational and financial data.
- Participate in the continuous improvement of OCC procedures.

Job Requirements:

- College degree in operations management, aviation, logistics, or a related field is an asset.
- Experience in airport operations or emergency coordination.
- Fluency in both English and French (spoken and written) is required.
- Experience supervising teams in high-stakes environments is an asset.
- Knowledge of Canadian Aviation Regulations (CARs) and Safety Management System (SMS) standards is an asset.
- Knowledge of ERP (Emergency Response Plan) and BCP (Business Continuity Plan) programs.
- Strong ability to anticipate, adapt, and manage priorities during critical situations.
- Excellent communication and decision-making skills under stress.
- Ability to work under pressure in a 24/7 environment.
- Availability to work rotating shifts, including nights, weekends, and holidays.
- A neat and professional appearance, in accordance with company standards, is required at all times.
- Holder of, or eligible for, a Restricted Area Identity Card (RAIC).
- Must obtain a Restricted Operator Certificate – Aeronautical (ROC-A).
- Valid driver's license (Class 5).