

## Dispatch – Catering Operations

**Reporting to:** Catering Operations Manager & Transport Duty Manager

**Location:** Saint-Hubert, MET – Montreal Metropolitan Airport

**Position Type:** Full-time, on-site

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## About YHU Terminal

YHU Terminal is a joint venture between **Porter Aviation Holdings** and **Macquarie Asset Management**, leading the development of a new, state-of-the-art passenger terminal at **Montreal Metropolitan Airport (Saint-Hubert)**. Scheduled to open in **late 2025**, the terminal will serve up to **four million passengers annually**, setting a new benchmark in passenger experience and operational safety.

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## Position Summary

Under the direction of the **Transport Duty Manager**, the **Dispatch Coordinator** is responsible for the daily coordination and supervision of catering activities. This role ensures the real-time coordination of flights, drivers, warehouse readiness, secure in-flight supplies, and communication with airline partners. As the central point of contact, the Dispatch Coordinator is responsible for **flight planning, operational monitoring, task assignment, documentation accuracy, communication flow, and troubleshooting** during daily catering operations. The position requires precision, situational awareness, and the ability to manage multiple moving parts while maintaining safety, compliance, and on-time performance.

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## Key Responsibilities

### Flight & Operations Coordination

- Lead all daily transport activities, ensuring **safe, efficient, and compliant** servicing of aircraft.
  - Monitor all scheduled flights and ensure accurate operational blocks are created and updated (times, gates, tow moves, aircraft changes).
  - Maintain constant communication with airline operations centres, OCC, crew members, and other stakeholders.
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- Track the progress of each flight service, ensuring on-time performance and immediate escalation of irregularities.
- Ensure timely dispatch and follow-up of all high-lift trucks servicing aircraft.
- Support Transport Duty Manager with real-time operational decisions.
- Enforce compliance with **company safety policies**, airport authority regulations, and Transport Canada standards.
- Participate in **incident investigations** and ensure timely reporting and documentation.
- Ensure strict adherence to **ramp safety rules**, PPE requirements, and vehicle operation policies.
- Promote a proactive **safety-first culture** through visible leadership and training reinforcement.
- Verify pre-dispatch temperatures, dry ice placement, and cold chain integrity until delivery to aircraft.
- Confirm all aircraft are serviced only with **screened, approved, and documented** catering assets.
- Maintain continuous radio/phone communication with all drivers and verify they are:
  - on the correct flight,
  - on schedule,
  - returning to base promptly after completion.
- Communicate operational issues **in real time** to airlines (delays, shortages, equipment problems, safety concerns).
- Ensure proper communication flow between Warehouse, Kitchen, and Transport teams.
- Conduct pre-shift huddles with all operational staff on duty.

## Administrative & Reporting

- Maintain accurate Catering service logs, incident reports, and operational records.

- Collaborate with other departments to resolve service issues and improve processes.
- Report manpower shortages or scheduling deviations to management.
- Carry out other operational duties as assigned by the Operations Manager.

### People Leadership & Training

- Ensure drivers receive breaks and downtime is used productively (cleaning trucks, pre-loading, warehouse tasks).
- Ensure team adherence to YHU policies on uniform, grooming, PPE, and conduct.

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### Qualifications & Competencies

- Minimum **1-3 years in dispatching, coordination, operations control, or administrative planning roles.**
- **Experience in aviation**, catering, or logistics is considered an asset.
- Strong leadership skills with the ability to **communicate effectively** and motivate teams.
- Clear criminal background & ability to obtain Transport Canada security clearance.
- Excellent written and verbal communication in; **French/ English** is an asset.
- Valid **Driver's License** and **AVOP (D/A)** certification (or willingness to obtain).
- Organized, adaptable, and able to perform under pressure in a time-sensitive environment.
- Strong proficiency in **MS Office (Excel, Word), Outlook, Google Drive**. Flexible and available to work **varied shifts** (day, evening, night, weekends, holidays) as required.
- Must be at least 18 years of age
- Must be legally entitled to work in Canada

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### Working Conditions:





- Work in outdoor environments and variable weather conditions.
- Flexible schedule, including nights and weekends during peak operations.
- May involve lifting equipment and responding to on-site incidents.

