

Are you ready to be at the heart of the action in a fast-paced, ever-changing environment? As a leader of our **Operations Control Centre team**, you'll play a key role in keeping our operations running smoothly while working alongside a **friendly, supportive team**. Every day brings **new challenges and opportunities**, making this the perfect role for someone who thrives in a dynamic setting.

At Harbour Air, we're a **growing, innovative company** that values **team spirit, efficiency, and integrity**. With opportunities for **career growth and development**, this is more than just a job — it's a chance to be part of something exciting. If you love problem-solving, thinking on your feet, and making a real impact, we want to hear from you!

Come help us keep Canada's largest seaplane airline soaring! 

<b>WORK HOURS:</b>	Monday to Friday
<b>LOCATION:</b>	British Columbia (Vancouver/Richmond)
<b>TERM:</b>	Full Time Regular
<b>REPORTING:</b>	VP, Operations
<b>DEPARTMENT:</b>	Operations
<b>COMPENSATION</b>	Competitive wage, flight perks (including confirmed flights, buddy passes and global inter-airline partnerships),
<b>AND BENEFITS:</b>	Comprehensive employee benefit programs, discounts at local restaurants and partner organizations, staff events and much more!

## **Position Summary**

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The **Manager, Operations Control Centre (OCC)** is a key leader in overseeing daily execution of flight operations, working closely with dispatchers and aircrew schedulers to ensure smooth execution of the flying program. This role supports efficient coordination across departments, including Ground Services, Network & Revenue Management, Digital & Customer Experience, and Maintenance, to optimize scheduling and operational performance. Additionally, the Manager maintains strong relationships with external partners, regulators and suppliers, ensuring alignment with operational needs and company procedures. Clear communication with internal teams and leadership is essential to keeping stakeholders informed and operations running effectively.

## **Responsibilities and Expectations**

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Key responsibilities include:

- ✓ **Operational Oversight** – Oversee daily flight operations, optimizing asset usage, and ensuring reliability, efficiency, and safety across scheduled flights, tours, and charters.
- ✓ **Dispatch & Scheduling** – Manage pilot staffing, flight duty and fatigue management systems, and optimize pilot utilization in collaboration with the Chief Pilot's office.
- ✓ **Irregular Operations Management** – Lead decision-making and execution of flight schedules during IROP situations, ensuring effective communication with stakeholders.
- ✓ **Standard Operating Procedures (SOPs)** – Develop, implement, monitor, and maintain operational control procedures for the Operations Control Centre (OCC).
- ✓ **Regulatory Compliance & Safety** – Ensure operations comply with regulations, industry standards, and company policies, including crew scheduling and qualifications.
- ✓ **Emergency Response & Incident Management** – Play an active role in emergency response, incident command processes, business continuity, and safety investigations. An understanding of incident command and business continuity processes, as well as coordinating with Joint Rescue teams.
- ✓ **Collaboration & Communication** – Coordinate with internal teams (e.g., maintenance, crew scheduling, load control, equipment scheduling) and external regulatory bodies to support seamless operations.
- ✓ **Resource & Network Planning** – Optimize resource allocation (aircraft, pilots, schedules) and support long-term network and scheduling strategies.

- ✓ **Performance & Financial Management** – Develop and track KPIs, manage the OCC budget, monitor labour hours, and ensure adherence to expense policies.
- ✓ **Team Leadership & Development** – Lead, coach, and motivate the OCC team, providing training, setting goals, and ensuring high performance.
- ✓ Other duties as assigned.

## Qualifications/Assets

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- A post-secondary degree in business or aviation is preferred.
- Strong knowledge of Transport Canada regulations (duty hours, rest periods, fatigue management) and experience applying these in the workplace.
- Relevant certifications in aviation regulations, flight duty time, and safety management systems (SMS) are an asset.
- Leadership & Team Management – 5+ years in a leadership role, with hands-on experience in flight-dispatch, scheduling and overseeing operations control centres (OCC). Strong leadership skills with a focus on coaching and performance improvement.
- Resource Optimization & Regulatory Knowledge – Expertise in resource allocation, knowledge of CARs, and adherence to company policies.
- Operational Efficiency – An eye for efficiency, always seeking scalable solutions to optimize operations.
- Emergency Management & SMS – Expertise in emergency management processes, safety management systems (SMS), and handling irregular operations (IROPs) effectively.
- Analytical and Problem-Solving Skills – Ability to anticipate disruptions and develop proactive scheduling solutions.
- Decision-Making Under Pressure – Quickly adjusting schedules to minimize operational impact.
- Communication and Collaboration – Ability to quickly communicate operational decisions and updates to OCC and other stakeholders during IROPs.
- Adaptability & Resilience – Adaptable to both internal and external changes, with the resilience to maintain operations under dynamic conditions. Previous exposure to high-pressure operational environments requiring real-time decision-making.
- Financial Management & Reporting – Financial acumen to manage budgets, track KPIs, and ensure fiscal responsibility.
- Willingness to go above and beyond

**APPLY NOW:** Email your resume and cover letter to [jobs@harbourair.com](mailto:jobs@harbourair.com) quoting 25-04 # - Manager, OCC. **“Please state your expected salary range in your cover letter”.**

**DEADLINE:** Open until filled

*We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.*

*Harbour Air is an equal opportunity employer, we are committed to Diversity and Inclusion and value a diverse workforce. Together, we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees. It fuels our innovation and connects us closer to our customers and communities we serve.*

*Harbour Air is committed to developing a barrier-free recruitment process and work environment. Accommodation in relation to the job selection process is available upon request. If you require any accommodation, please email us and we'll work with you to meet your accessibility needs.*