



Waltzing Matilda Aviation

## Station Customer Service Manager

Reports To: Chief Operating Officer

Direct Reports: None

### 1. POSITION SUMMARY:

Based in Toronto, Canada, with a number of daily operations, the Station Customer Service Manager is responsible for delivering outstanding and safe operational performance, customer service, and financial performance at Toronto's Billy Bishop Airport (CYTZ) or more assigned WMA airport locations. The Station Customer Service Manager is the primary WMA representative to both the airport and business partners for the assigned station(s). In addition to daily operations, this position oversees seasonal and new station openings and seasonal closures of stations as applicable.

### 2. JOB RESPONSIBILITIES:

- A. Safety – Be a champion for safety through accountability, awareness and communication. Ensure that all employees, direct and business partner, understand the importance of safety and require that they conduct themselves in a manner that reflects this value and enhances the level of safety of the company.
- B. Operational Performance – Ensure outstanding operational performance in assigned stations. Work cross-functionally with other operational and planning departments to influence and improve day-to-day performance. Ensure business partner management and front-line visibility to station and corporate goals and drive continuous improvement through effective management and development of processes and procedures.
- C. Customer Service – Deliver superlative customer service through engagement, motivation, coaching and leadership. Be a tireless advocate for the WMA mission statement and effectively communicate its meaning to WMA's business partners and front-line teams.
- D. Fiscal Responsibility – Develop and manage budgets with accuracy. Continuously strive to lower costs through identification and elimination of inefficiencies and improvement of contracts.
- E. Executive interaction – Interact with WMA Officers and Directors. Collaborate with senior management to provide strategic and operational planning input for the Airports Division as well as the company. Report progress and results to senior management on a regular basis.
- F. Regulatory Compliance – Ensure compliance with all airline and government agency regulations and protocols. Monitor compliance with all FAA, TSA and DOT regulations. Establish sound working relationships with FAA, TSA, Customs, Immigrations, airport authorities, and business partners. Where applicable, ensure all international requirements are met and complied with, working with CBP and governments where necessary to procure rights and slots.
- G. Vision – Keep an open mind to new ideas and ways of conducting business, while focusing on the Company's goals and business plan. Foster an environment where employee suggestions are vetted and implemented when in line with the company's direction.
- H. Visible and Active Leadership – Be a willing, motivational leader who seeks out opportunities to get in front of employees and business partner leadership and employees to establish excellent two-way communication and manage the flow of correspondence to and from the stations. Be a role model for others to follow. Guide business partners as they partner to lead the day-to-day operations of our stations.



- I. Availability – Be available 24/7. This includes phone calls, texts, and email responses in real time.
- J. Data Analysis – Have the ability to interpret and pull reports from multiple company reporting platforms. Share operational performance reports with business partners to ensure transparency and performance to goals.
- K. Business Partner Satisfaction – Ensure each assigned station is led by experienced, motivated, energetic, polished, and professional business partner managers and supervisors who focus on safety, operational performance, customer service, communication, employee engagement, and fiscal performance.
- L. Reward and recognition – Identify successes and seek ways to recognize superior performance while ensuring high standards are set and maintained.
- M. Appearance – Ensure that a high standard is set with regard to the appearance of our business partners, facilities and equipment.
- N. Administration and Quality Assurance – Manage the contractual requirements of the stations, ensuring that local management is adhering to the standards set. Monitor compliance with all training, safety, financial and operational goals, ensuring that business partners understand and perform to the level of expectation and operational excellence expected by Frontier.
- O. Technology – Assist in the assessment, justification, implementation, and performance of technology to make our stations as efficient as possible, working with the Information Technology department.

### **3. QUALIFICATIONS:**

#### **A. Required:**

- 1. Bachelor's degree required or equivalent work experience
- 2. 5+ years prior passenger airline experience in a leadership role
- 3. Must legal authorization to work in Canada and travel in/out of Canada without restriction

#### **B. Knowledge, Skills and Abilities**

- 1. Must have a high level of initiative, strong team building skills, excellent communication skills, the ability to teach others leadership techniques and a complete understanding of station management responsibilities. Must have a desire to serve others and travel flexibility. Must be self-motivated, a good listener, innovative, and a coach.
- 2. Ability to effectively manage multiple, concurrent projects and priorities
- 3. Ability to effectively manage and justify station budgets
- 4. Ability to demonstrate superior instructional and facilitation skills
- 5. Ability to manage and mentor business partners in an effort to make the customer service experience uniform across the system.
- 6. Skill in interpersonal communications, leadership, delegation, collaboration, critical-thinking, and problem solving
- 7. Knowledge and understanding of Federal Aviation Administration Regulations, Transportation Security Administration, Department of Transportation, Americans with Disabilities Act, as well as any other regulatory entities