



LEAD CHANGE AND MAKE AN IMPACT IN CANADA'S BIGGEST CITY



The Toronto Port Authority, doing business as PortsToronto operates the Billy Bishop Toronto City Airport, the Port of Toronto and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront for all to enjoy.

If you're looking for a great position and a chance to make an impact, PortsToronto has the following full-time, challenging opportunity awaiting you:

ENFORCEMENT OFFICER

The Enforcement Officer position monitors airport operations to ensure that employees, passengers and visitors and other stakeholders enjoy a safe and secure environment. They are also responsible for detecting, preventing, responding to, and assisting in the recovery from incidents involving safety or acts of unlawful interference with civil aviation and marine security at Billy Bishop Toronto City Airport.

General activities and functions include, but are not limited to:

Aviation Security

- Patrol restricted areas inside the air terminal building, the air terminal building apron and the security barriers to ensure that doors, gates, emergency exits and other devices are closed and locked, to deter, detect and prevent access to restricted areas by unauthorized persons and to deter and prevent the introduction of unauthorized weapons, explosive substances and incendiary devices into restricted areas.
- Respond to Aviation Security incidents to ensure containment and resolution; maintain regulatory compliance.
- Conduct investigations, including interviewing witnesses, taking written statements, protecting the scene and preserving evidence in response to actual or suspected safety incidents, security incidents or acts of criminality on airport property.
- Monitor persons through direct observation, or by the use of CCTV, and recognize characteristics and behavioural patterns of persons who are likely to threaten security.
- Investigate incursions or operating irregularities involving vehicles, pedestrians or animals into the movement area

Marine Security

- Implement the relevant provisions of the domestic ferry and domestic ferry facility security plans, and the requirements of the different MARSEC Levels.
- Inspect unattended or suspected abandoned items and vehicles in the ferry queue, or the ferries or ferry facilities, using visual inspection techniques and portable explosives detection trace equipment.
- Patrol ferry facilities to deter and detect access by unauthorized persons and to ensure that doors, gates, emergency exits and other devices are closed and locked.

Emergency Response

- Respond to emergency and routine calls for service and work collaboratively with internal and external emergency services as first responders to emergencies on airport property, assuming scene command when required.
- Provide crowd management and control during emergency incidents and in response to regulatory requirements
- Maintain and ensure accident scene protection and the preservation of evidence in response to an injury involving the death or serious injury of person on airport property

Traffic Management

- Provide traffic directions and instructions to persons operating vehicles on airport property.
- Monitor unauthorized parking and facilitate the removal of vehicles appearing abandoned, parked or stopped in a manner that creates a hazard or obstruction on airport property.
- Ensure the safe operation of vehicles on airport property and the movement area of the airport through the consistent, unbiased and non-discriminatory enforcement of the Port Authority's Operations Regulations, Airport Traffic Directives pursuant to section 302.10(c) of the Canadian Aviation Regulations, including but not limited to, issuing administrative penalties (Notice of Violation), suspending or revoking Airside Vehicle Operator Permits (AVOPs) and notifying the police of jurisdiction for offences relating to conveyances under the Criminal Code of Canada.

Customer Service

- Provide outstanding customer service including education and information related to compliance with regulatory requirements.
- Assist persons with disabilities pursuant the Accessible Transportation for Persons with Disabilities Regulations.
- Provide service to the travelling public in both official languages
- Respond to customer inquiries both verbally and in writing
- Investigate or escalate customer complaints accordingly

QUALIFICATIONS:

- Post-secondary degree or diploma in security or law enforcement, or equivalent
- Minimum two (2) years' experience in aviation safety and security environment such as the detection field, protection field, or as a member of aerodrome security personnel
- Bilingual in both official languages or a solid working knowledge of French/English is **required**
- Experience enforcing legislation, policies and regulations.
- Knowledge of rules of evidence, lawful searches and seizures to conduct initial investigations and gather evidence.
- Knowledge of enforcement and investigation techniques, methods and procedures.
- Knowledge of the Criminal Code of Canada and Charter of Rights and Freedoms
- Outstanding interpersonal skills, able to interact in a professional, positive manner, able to build relationships in a team environment.
- Customer service focused, can interact tactfully and respectfully with the public and internal stakeholders
- Excellent English communication skills both verbal and written, including a strong knowledge of grammar, spelling and proof-reading abilities.
- Resourceful self-starter, able to work independently and within a team environment.

- Able to multi-task with a focus on detailed and accurate data entry while managing frequent interruptions.
- Possess sound judgement and the ability to effectively problem solve and/or escalate in highly stressful situations
- Able to maintain confidentiality of sensitive information

MANDATORY REQUIREMENTS

- Maintain a Transport Canada Aviation Security Clearance
- Maintain the ability to be designated as an Enforcement Officer pursuant to the Canada Marine Act
- Ability to meet the training requirements and evaluation criteria for aerodrome security personnel
- Maintain a valid Ontario “G” driver’s License
- Hold and maintain Use of Force Qualification, which is subject to annual recertification
- Maintain ability to use empty hand self-defense techniques, defensive weapons and restraint techniques to carry out enforcement duties and restrain individuals if necessary
- Maintain a Radio Restricted Operator’s Certificate Aeronautical (ROC-A) and Maritime (ROC-M)
- Maintain a “D” class Airside Vehicle Operator Permit
- Able to operate vehicles equipped with emergency lights and badging
- Maintain a valid Standard First Aid and CPR certificate
- Follow and work within a rank based organizational structure
- Fluent in English and French – oral, written
- Able to wear and maintain a uniform, including body armor and duty belt with use of force equipment
- Able to work shifts, weekends and holidays
- Able to work outdoors in all-weather climates for extended periods of time
- Able to swim and tread water is strongly advised

SPECIAL CONDITIONS

- Flexibility to work extended hours, as the need arises
- Credit Check
- Annual Drivers License validity check

Interested and qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to: careers@portstoronto.com

In the Subject Line state: **ENFORCEMENT OFFICER**

We thank all applicants for their interest. However, only applicants selected for an interview will be contacted.

PortsToronto is an equal opportunity employer.

To learn more about PortsToronto and the exciting work we are doing to be a city-builder and transform Toronto’s waterfront go to www.portstoronto.com