



Director, Commercial Services, Terminals Vancouver Airport Authority (YVR) Vancouver, BC

With the ongoing growth and expansion of the organization, YVR is now looking for a new Director, Commercial Services, Terminals, to build on current successes and lead the organization into the next phase of service diversification and innovation.

Reporting to the Vice President, Commercial Development, the Director, Commercial Services, Terminals, holds accountability for the profitable and sustainable business performance and revenue growth of the non-aeronautical commercial activities contained within YVR's international and domestic terminals. The Director is responsible for commercial planning, budgeting, reporting and oversight relating retail, duty free, food & beverage and other related ancillary services. In addition, the Director will play a critical role in defining and implementing future-focused strategic departmental objectives pertaining to YVR's customer experience, space allocation (leasing and concession agreements), and a high quality of food & beverage offer.

The ideal candidate is a seasoned leader with deep expertise in commercial retail, leasing, real estate and concessions planning and management from a sizeable and similarly complex organization. With the customer experience being core to commercial success, the Director will lead the ongoing planning, budgeting and implementation of space design and optimization strategies, will negotiate and manage a variety of vendor and concession agreements, and work closely with senior YVR leadership and other stakeholders to ensure that needs of YVR's customers are met today and in the future. In addition, the Director will provide leadership and guidance to a dedicated team, inspiring a collaborative and collegial culture that is high performing and results-focused. 10 years of progressive experience in a similar leadership capacity is complemented by a post-secondary education in a related discipline.

If you have the career background in a fast-paced and quality driven customer service organization and are known for your ability to build strong teams and deliver results through a collaborative style of people development, then we want to hear from you. Please visit our website and submit your application to Allison Rzen and Gordon Andersen at www.pfmsearch.com.

Vancouver Airport Authority (YVR) is a community-based, not-for-profit organization that operates Vancouver International Airport. Welcoming a record 22.3 million passengers in 2016, YVR took a great step towards their Strategic Plan's ambitious goal to reach 25 million passengers by 2020. As a community-based organization, YVR is committed to creating an airport that British Columbia can be proud of and to providing economic benefits to the region. As a jobs generator, a community contributor and a hub of innovation, YVR's reputation as a safe and efficient airport requires a coordinated team effort, built on a strong foundation.



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