GARDAWORLD
Careers

Service Delivery Manager

Reference	1441378500
Work locations	Mississauga (Ontario, Canada)
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The position

The Airport Needs You | Service Delivery Manager | Toronto Pearson International Airport (YYZ)

Airports are equipped with outstanding leadership, operational excellence and customer service. At GardaWorld, we are looking for a motivated, people-centred service delivery manager to support airport security operations at YYZ in Mississauga.

If you are developing in fast environments, if you like leading teams and if you want to build a long-term career in air operations, this opportunity is for you.

What Your Days Will Look Like

- Lead daily airport operations to ensure efficiency, safety, and service excellence
- Promote operational performance and achieve productivity and quality objectives
- Support and coach frontline teams in a fast airport environment
- Improve workflows and business processes to improve customer experience
- Collaborate with airport stakeholders and internal teams
- Monitor operational RCIs and support continuous improvement initiatives
- Quickly resolve operational problems to maintain smooth operations
- Ensure compliance with aviation security and operational procedures

What We're Looking For

- Post-secondary education or equivalent professional experience
- 1 to 3 years of experience in leadership or operational management
- Strong leadership, communication, and problem-solving skills
- Experience working in fast-paced operational environments
- English is necessary; French is considered an important asset

What GardaWorld brings you as a service delivery manager

- Salary between $70,000 and $77,000 per year
- Full health and benefits package
- Opportunities for paid training and leadership development
- Career growth in a global organization
- Exposure to airport operations, aviation and customer service leadership
- An inclusive and collaborative working environment

No artificial intelligence (AI) tool is used for the screening, assessment or selection of candidates for this position.

Vacancy status: This assignment is for an existing position within the organization.

AVTOR

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