

PACIFIC PILOTAGE AUTHORITY

Quality Management System (QMS) Specialist

Department	Fleet Operations
Reports To	Director, Fleet Operations
Direct Reports	None
Location	Vancouver, BC
Employment Type	Full-Time, Permanent
Classification	Professional / Specialist (Mid-level)

About the Pacific Pilotage Authority

- A federal Crown Corporation based in downtown Vancouver, the Pacific Pilotage Authority (PPA) provides safe and efficient marine pilotage services in the coastal waters of British Columbia, including the Fraser River
- PPA oversees dispatch and launch operations at stations in Vancouver, Victoria, Steveston and Prince Rupert. A progressive employer with a mandate critical to the economy of Canada. The PPA is wholly self-funded, complex, small, and nimble. PPA employs a diverse workforce of approximately 125 professionals
- PPA, a non-appropriated crown organization, generates revenue through pilotage service charges paid by shipping companies that access the coastal waters of British Columbia with the assistance of licensed pilots
- PPA is governed by a Board of Directors appointed by the Government of Canada
- PPA offers a dynamic work environment and competitive compensation benefits, including a defined benefit pension plan
- For more information about PPA, please visit <https://www.ppa.gc.ca/welcome>

About the Role

This is an exciting opportunity to help strengthen the systems, standards, and safeguards that support safe marine pilotage across British Columbia's coast. As the PPA continues to modernize its operations, the Quality Management System (QMS) Specialist will play a key role in building practical, high-impact processes that keep our vessels, people, and regulatory commitments moving forward.

The QMS Specialist is responsible for managing an integrated management system for PPA's pilot vessels, shore-based offices, and regulatory compliance requirements in collaboration with the Director, Fleet Operations. This role is responsible for the day-to-day administration of the Authority's Quality Management System (QMS), ISO 9001 Compliance Program, health and safety governance, and the Joint Health and Safety Committee (JHSC).

The role also provides direct operational support to the Director, Fleet Operations and, where directed, to the CTO and COO. We are seeking a candidate with experience in the maritime industry with technical proficiency in quality, health, safety, environment, and regulation, including performing ISO/ISM audits.

Key Responsibilities

1. Quality Management System (QMS) Administration

- Serve as the day-to-day administrator of the PPA's Quality Management System, under the direction of the Director, Fleet Operations
- Maintain and organize all QMS documentation, ensuring version control, accessibility, and currency
- Chair quarterly QMS meetings; prepare agendas, facilitate discussions, record minutes, and distribute action logs
- Monitor QMS action items and follow up with responsible parties to ensure timely completion
- Support the integration of QMS obligations arising from forthcoming Pilotage Act requirements, flagging new workload or compliance gaps to the Director
- Maintain a document register and review schedule to ensure all controlled documents are current

2. ISO 9001 Compliance & Auditing

- Administer ongoing ISO 9001 compliance activities, including maintaining the non-conformance register and tracking corrective actions to closure
- Plan and conduct internal audits, including internal vessel audits
- Coordinate external/third-party audit logistics, including scheduling, document preparation, and auditor liaison; prepare findings summaries for review and sign-off by the Director, Fleet Operations prior to submission to senior leadership
- Develop and maintain audit schedules, checklists, and evidence records
- Prepare regular compliance status reports for the Director, Fleet Operations

3. Health & Safety Governance

- Establish and operationalize the Joint Health and Safety Committee (JHSC) in accordance with CLC requirements
- Develop, maintain, and distribute all JHSC-required documentation, including meeting minutes, inspection records, and incident reports
- Manage office safety equipment inventory, including:
 - First aid kits – inspection, restocking, and compliance records
 - Fire extinguishers – service scheduling and records
 - Automated External Defibrillators (AEDs) – maintenance and certification
- Act as a first point of contact for health and safety inquiries from operations staff; escalate issues requiring management judgement to the Director

4. ERMS Support

- Provide administrative support for the Enterprise Risk Management System (ERMS) under the direction of the Director, Fleet Operations as needed

5. Operational Support

This role provides direct support to the Director, Fleet Operations and, where directed, to the broader operations team including the CTO and COO.

- Support the development and ongoing maintenance of a centralized operational data repository, including:
 - Berth information and vessel movement records
 - Complaints and resolution tracking
 - Operational queries and correspondence logs
- Provide support to the Director, Fleet Operations and senior operations managers on an as needed basis:
 - Coordinate meetings, including scheduling across multiple stakeholders
 - Prepare agendas, meeting materials, and follow-up summaries
- Assist with preparation of briefing notes, reports, and board committee materials (including PTSC materials for the CTO) as directed
- Support periodic review and updating of operational policies, directives, procedures, and training manuals by maintaining document registers and flagging documents due for review
- Assist with regulatory compliance tracking, maintaining a register of applicable regulations and their review/renewal dates

Qualifications & Experience

- Watchkeeping Mate Near Coastal or higher preferred but candidates without a COC with equivalent industry experience or technical expertise may be considered
- Experience as a master or chief officer is an asset
- Post-secondary education in nautical studies, occupational health and safety, business administration, or a related field preferred
- Working knowledge of occupational health and safety legislation (CLC)
- Strong written communication skills; able to produce clear documentation, minutes, and reports
- Highly organized with strong attention to detail and the ability to manage multiple compliance programs concurrently
- Comfortable working independently and escalating appropriately within a small team
- Willingness to provide support in all areas of PPA's operation and travel periodically

Preferred

- ISO 9001 internal auditor training or certification
- Experience supporting or administering a QMS in a regulated or safety-critical environment
- Familiarity with Enterprise Risk Management frameworks

- Demonstrated technical knowledge of ISO 9001 standards and quality management principles
- Experience establishing or supporting Joint Health and Safety Committees
- Familiarity with the marine or transportation sector
- Proficiency with document management systems and operational databases

Compensation & Benefits

- PPA time off benefits designed to enhance work life balance including a compressed work week, vacation benefits starting at 4 weeks, a flex-hybrid schedule (minimum 60% in office requirement but can fluctuate based on business needs) and flexible start times
- Benefits include comprehensive company paid benefits, onsite gym, health and wellness allowances, transit allowance, and a defined benefit pension plan
- The salary range will vary depending on the qualifications of the successful candidate

Applications

If you require accommodations through the hiring process, please let us know. All information received in relation to accommodation will be kept confidential.

Applications can be submitted via email to **hr@ppa.gc.ca**. Please put **QMS Specialist** in the title.

This position will remain open until filled.

Employment Equity

We are committed to building a diverse workforce and inclusive work environment and encourage applications from women, Indigenous Peoples, persons with disabilities and visible minorities.