

## **CHIEF OPERATING OFFICER – TRANSIT OPERATIONS**

**Permanent Full Time**

The Edmonton Metropolitan Transit Services Commission is looking for a leading transit operations professional to help build the organization as its first Chief Operating Officer! If you have extensive experience in overseeing transit operations and in building great teams focused on customer service while maximizing business effectiveness, we want to hear from you.

The EMTSC is a newly formed Regional Service Commission for the Edmonton Metropolitan Region (EMR) with a mandate of improving regional transit and mobility.

The Commission is composed of eight municipalities in the EMR, each with one seat on the Commission's Board which is filled by an elected municipal Council Member. The eight participating municipalities are: The City of Beaumont, Town of Devon, City of Edmonton, City of Fort Saskatchewan, City of Leduc, City of St. Albert, City of Spruce Grove, and Town of Stony Plain.

### **JOB DESCRIPTION**

Reporting to the Chief Executive Officer (CEO), this position is an integral member of the Senior Leadership Team (SLT) and will develop, evaluate and monitor transit services of the EMTSC with the ultimate goal of delivering integrated and accessible services efficiently and effectively. This position will work with the Board, the CEO and the Senior Leadership Team to develop an integrated transit and mobility strategy and determine recommendations pertaining to resourcing and budget. This position is responsible for direction and oversight for transit and integrated mobility service planning, scheduling, customer service, fleet deployment, contracts and operations.

### **WHAT WILL YOU DO?**

- Lead the direction, planning and delivery of transit operations for the region.
- Work directly with and lead the amalgamation of the transition of municipal transit operations to the Commission.
- Anticipate business opportunities, influence policy, planning and initiatives and foster a culture of client service delivery.
- Design the transit service network and lead the integration of multi-modal transportation solutions in the region to enable greater mobility.
- Ensure that all planning activities connect to and reflect the vision, mission and policies of the Commission.
- Develop and deliver a smooth transition from current individual municipal transit services to integrated operations.
- Ensure functional service design and administrative capabilities are in place for the Commission to implement and sustain a transit system.
- Develop and manage operational budgets, including variance analysis and reporting, ensuring financial impacts of operational decisions are assessed regularly.
- Gather data and information in order to optimize transit and mobility services.
- Build the functional service design and administrative capabilities for the Commission to implement and sustain a transit system for the future.
- Direct and oversee transit service management including service monitoring, performance reporting, incident management, liaising with emergency and security resources, and incident reporting, escalations and related analysis.

- Compile and analyze industry related statistics including the development of transit key performance indicators.
- Standardize and increase mobility options available across the region. Responsible for all related transit fleet and infrastructure for the region.
- Responsible for the strategy development for integration of municipal transit fleets into an integrated fleet with unique EMTSC brand identity.
- Responsible for contract design, contract administration, storage, maintenance, and operation of fleets across the transit network.

## **WHAT DO I NEED TO SUCCEED?**

- A bachelor's degree in Business, Planning, Transportation Planning, Engineering Public Administration, or related area.
- 10-15 years of work experience at a senior management level in a large complex public sector organization including experience in transit operations in a municipal environment.
- Demonstration of exceptional levels of initiative.
- Ability to develop and sustain interpersonal and professional relationships with internal and external colleagues and stakeholders.
- Well-developed teamwork capabilities as well as ability to work independently.
- Excellent negotiation, problem solving and conflict management skills.
- An equivalent combination of education and experience may be considered.
- Strong and effective leader with the ability to engage employees and create commitment in complex changing environments with diverse groups of people.
- Thinks strategically to address large, complex issues and responds to change.
- Knowledge of conventional bus operations service delivery models.
- Extensive knowledge of issues and trends in public transit service delivery.
- Ability to anticipate, assess and readily adapt and lead in a changing environment.
- A calm, even and professional demeanor and absolute discretion, integrity and tact, in dealing with a high volume of confidential matters.
- Ability to communicate clearly, appropriately and efficiently ease in relating with the array of external stakeholders at all levels including board members, government and municipality officials, community leaders, and the public.
- Takes a broad scale, long-term view, assessing options and implications.
- The capacity to adjust work schedules to meet multiple demands and pressures, including availability after business hours and on weekends and holidays, as needed.
- An ability to provide a consistently high level of service both internally and externally.
- Ability to handle and prioritize multiple projects ensuring timelines as required are met.
- Significant experience with developing presentations and public speaking.
- Strong analytical and organizational skills.
- Demonstrated experience in project management.

## **WHAT'S IN IT FOR YOU?**

- Competitive benefit plan with a Health Spending Account and pension
- Competitive salary
- An exciting opportunity to start with a brand-new organization

EMTSC is an equal opportunity employer. Diversity and inclusion are values of EMTSC. EMTSC welcomes applications from qualified individuals from all backgrounds.

EMTSC respectfully operates (albeit virtually) on Treaty 6 territory, a traditional gathering place for diverse Indigenous peoples including the Cree, Blackfoot, Métis, Nakota Sioux, Iroquois, Dene, Ojibway/Saulteaux/Anishinaabe, Inuit, and many others whose histories, languages, and cultures continue to influence our vibrant community.

### **APPLICATION INSTRUCTIONS**

Please submit resume and cover letter to EMTSC via email at [careers@emtsc.ca](mailto:careers@emtsc.ca) with the job title in the subject of your email. All candidates will be required to undergo a Security Clearance Check.

### **COVID-19 PRECAUTIONS**

- Work from home
- Remote interview process
- Personal protective equipment provided or required
- Social distancing guidelines in place
- Virtual meetings
- Sanitizing, disinfecting, or cleaning procedures in place