

Exempt Job Posting



Job Title: **Director, Access Transit Service Delivery**
Job ID: 20210561
Location: Greater Vancouver
Full/Part Time: Full-Time
Regular/Temporary: Regular

Marketing Statement

As the largest operating company in the integrated TransLink enterprise, Coast Mountain Bus Company (CMBC) operates a fleet of clean-fuel conventional and community shuttle buses, zero-emission trolley buses, and passenger ferry SeaBuses in Metro Vancouver, the largest single transit service area in Canada.

At CMBC, one of BC's Top Employers, we're committed to providing an innovative, healthy, and engaging workforce. This is reflected in our workforce of over 5,500 employees performing over 400 unique jobs, who are committed and empowered to deliver service that attracts nearly 1.1 million passengers daily and connects people, businesses, and communities in the Metro Vancouver region.

We have the important job of helping our passengers get to work, appointments, visiting with family and friends, and back again every day. Metro Vancouver relies on us, and we take that as a point of pride.

Responsibilities

Primary Purpose

Directs the optimized execution of Access Transit (AT) service delivery throughout the Metro Vancouver region. Involves the strategic implementation of policies and oversight of operational functions, including administration of contracts, customer care, and administration of the HandyCard, TaxiSaver and Universal Faregate programs. Proactively engages with TransLink's AT Planning leader in collaborative information sharing, problem-solving and decision-making to foster a seamless program.

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Also has a visible presence and actively participates in public consultation and user advisory group sessions led by AT Planning.

Key Accountabilities

- Plans and directs the strategic execution of AT policies and service delivery, ensuring alignment to the broad objectives, strategies, plans and policies for this high-profile customized transit service program.
- Proactively engages with TransLink's AT Planning leader in collaborative information sharing, problem-solving and decision-making to foster a seamless program. Provides service delivery-related input to the development of AT strategies, plans, policies, initiatives, and ongoing program innovations. Also has a visible presence and actively participates in public consultation and user advisory group sessions led by AT Planning.
- Develops and leads the critical relationship with the AT and Operations contractors, involving contract administration; day-to-day interface; resolution of operational issues; quality assurance; performance metrics, analysis and reporting; and taking action on performance issues.
- Directs and oversees the efficiency of service delivery operations through the contractor, ensuring the integrated use of shuttles and taxis, and timely processes for addressing customers' scheduling needs.
- Collaborates with TransLink's contract management function on major changes and contract negotiation, ensuring AT and Operations requirements are addressed in the resulting AT and/or Operations contracts. Leads the review of all contract elements and oversees related best practice benchmarking processes. Recommends an optimized service delivery model, which may involve alterations to any/all of the existing contract elements.
- Directs the delivery of AT customer care services, ensuring consistent, efficient processes for explanation of services, assessment of eligibility, program registration, day-to-day policy implementation, resolution of customer concerns, and processing feedback. Includes overseeing administration of the HandyCard, Taxi Saver and Universal Faregate programs through the customer care team. Develops and disseminates communication to HandyDart customers through various media.

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- Ensures the necessary controls are in place to identify potential risks in areas of accountability and develops plans and to mitigate. Proactively assesses and resolves operational problems and reports directly to the VP Operations on critical issues as they emerge.
- Collaborates with internal and external stakeholders in the assessment of AT processes and procedures. Provides strategic leadership to major change initiatives, and acts as a change agent in driving out improvements aimed at streamlining and optimizing seamless service delivery.
- Supports the VP Operations in the delivery of presentations and reports to the TransLink executive and Board of Directors on status of AT services and critical incidents.
- Manages a team, including selection, development, coaching, performance management and all other people management practices.

Qualifications

Education & Experience:

- The requirements for this job are acquired through a bachelor's degree in business administration or related discipline, and 9 years of related experience at progressive levels of responsibility, including leading an operations area within the transit industry.
- Other Requirements:
- Advanced knowledge of the concepts, principles, practices and techniques of business management within the transit industry, particularly as it pertains to access programs, service delivery, customer care, and related performance metrics and analysis.
- Advanced knowledge of Access Transit objectives, strategies, policies and practices.
- Advanced planning and organizational skills to lead the strategic execution of operational service delivery; and to lead major initiatives aimed at optimizing service delivery.
- Advanced interpersonal skills to provide expertise and advice to the VP Operations, President & GM, and the TransLink executive and Board of Directors; to oversee the critical relationship with the operations contractor; to participate in public consultation and user advisory group sessions; and to act as a change agent in driving out initiatives.

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- Advanced analytical, problem solving and decision-making skills to identify and mitigate risks pertaining to areas of accountability, and to identify and resolve roadblocks to achieving an optimized service delivery program.
- Advanced leadership, development and team building skills to manage reporting staff.
- Solid understanding of the relevant systems and software pertaining to areas of accountability.

Other Information

Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process. A standard interview format will be used including general, scenario and behavioural descriptive interview questions.

Work Schedule

37.5 hours per week.

Rate of Pay

Salary starting from \$ 133,308 per annum

FTR External All:

The Total Compensation Package includes Extended Health, Dental, Transit Pass and enrollment in the Public Service Pension Plan. Focus on your development through tuition reimbursement, training, and mentorship programs. Enjoy a variety of health and wellness programs, including access to gym facilities. Speak to us to know more about what we offer.

How to Apply

Please go to <http://www.translink.ca/careers> to apply for this position and view instructions on the process.

INSTRUCTIONS: Please save your (1) cover letter, and your (2) resume as one pdf document prior to uploading your application on-line.

Please note that only those short listed will be contacted.

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Having trouble applying? Please view the System Requirements & FAQ's by going to <http://www.translink.ca/careers>.

Equal Employment Opportunity

We are an equal opportunity employer committed to creating and supporting a diverse and inclusive workforce that is free of all forms of discrimination. We are committed to providing reasonable accommodations and will work with you to meet your needs. If you are a person with a disability and require assistance during the application process, please reach out! We celebrate our inclusive work environment and welcome members of all backgrounds, skills and perspectives.

Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at jobs@TransLink.ca.