



## MANAGER, SERVICE DESIGN (COMPETITION #SER0023)

<b>Employee Status:</b>	Regular
<b>Bargaining Unit:</b>	Non-Union
<b>Pay Range:</b>	\$109,791 - \$152,070
<b>Location:</b>	20 Bay Street, Toronto, ON
<b>Closing Date:</b>	12-Nov-2021

**Metrolinx** is connecting communities across the Greater Golden Horseshoe. Metrolinx operates GO Transit and UP Express, as well as the PRESTO fare payment system. We are also building new and improved rapid transit, including GO Expansion, Light Rail Transit routes, and major expansions to Toronto's subway system, to get people where they need to go, better, faster and easier. Metrolinx is an agency of the Government of Ontario.

We embody our values in everything that we do. We Serve with Passion, Think Forward, and Play as a Team. If you can relate, we want to hear from you!

Our GO Expansion & Transformation – Service Design Office is seeking a Manager, Service Design to lead the development and execution of service plans and timetabling for all rail and bus service offerings for GO Transit customers. The Manager will provide specifications and boundaries for fleet and crew planning, input into business planning and operational service adjustments to meet critical strategic objectives related to On-Time Performance and Improved Customer Satisfaction.

### What will I be doing?

- Lead the development of new and modified Rail Service Plans to support planned service level increases to improve ridership, revenue and asset utilization.
- Design the service plans which are deployed through a multi-stakeholder Service Readiness process.
- Lead continuous improvement activity, using performance metrics and on-going reporting of KPI's to optimize new service schedules, keep up-to-date on emerging trends, behaviours and industry best practices, drive innovation by reviewing and analyzing processes to identify gaps and opportunities for improvement.
- Provide leadership in the development of the annual and 5-year GO Transit Service Plans, in alignment with long-term service plans (RTP)
- Lead operations technical oversight in the implementation of new scheduling software to design and deploy new services plans, including testing and assessment of service plans developed by third-party service providers.
- Manage operational interfaces and relationships with Service Delivery partners (Bombardier, CN, CP, VIA etc.) in the management and execution of service to ensure the smooth, non-disruptive deployment of new service plans.
- Communicate and provide support to both internal and external clients, liaise with internal departments regarding operational issues or improvements and provide subject matter expertise to management team as required, including fostering and maintaining relationships with provincial ministries, municipalities, external authorities, private companies and the public.
- Leadership ability to coach, mentor, manage and direct a team of technical project professionals.

### What skills & qualifications do I need?

- Completion of a degree in Engineering, Economics, Planning, or a related discipline – or a combination of education, training and experience deemed equivalent.

- Minimum 8 (eight) years' experience in Operations/Service Planning.
- Knowledge of Human Resources legislation (e.g. Employment Standards Act, Occupational Health and Safety Act, etc.) and leadership and management skills to monitor and manage employees and contractors, including experience in the application of collective agreement provisions.
- Project management skills, including work planning, performance analytics, monitoring and evaluation expertise.
- Interpersonal and oral/written/presentation communication skills
- Proficiency in MS Office (e.g. Outlook, Word, Excel, PowerPoint, etc.)

**Accommodation:**

Accommodation will be provided throughout the hiring process, as required. Applicants must make their needs known in advance.

**Application Process:**

All applicants must be legally entitled to work in Canada. Metrolinx will be using email to communicate with you for all job competitions. It is your responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence, we recommend that you check your email regularly. If no response is received, we will assume you are no longer interested in pursuing the opportunity. Please be advised that a Criminal Record Check may be required of the successful candidate. Should it be determined that any background information provided be misleading, inaccurate or incorrect, Metrolinx reserves the right to discontinue with the consideration of your application.

To apply for this position, please submit your resume online through the Current Opportunities page at: <https://metrolinx.taleo.net/careersection/jobdetail.ftl?job=SER0023&lang=en>.

Metrolinx employees are required to be fully vaccinated against COVID-19 in accordance with Metrolinx's Mandatory COVID-19 Vaccination Policy as a condition of being eligible for the recruitment process. Proof of COVID-19 vaccination will be required. If you are not able to obtain COVID-19 vaccination for a reason related to a protected ground of discrimination under applicable human rights legislation, you can request accommodation from Metrolinx.

**We thank all applicants for their interest, however, only those selected for further consideration will be contacted.**

**AN EQUAL OPPORTUNITY EMPLOYER**