

Manager, Strategic Initiatives and Customer Experience
Transit

Competition number: 369-2021-EXT-TRN

Closing date: 12/12/2021

Job type: Permanent Full-time

Department: Transit

Pay range: \$58.72 to \$73.41 per hour (\$106,870 to \$133,606 per year)

Hours: 35 hours per week

Are you a natural planner with leadership experience and strong customer focus? Do you enjoy strategizing and developing ideas to improve ridership, customer experience and employee engagement?

Join Strathcona County's Transit Department as the Manager, Strategic Initiatives and Customer Experience!

Reporting to the Director of Transit, you will be responsible for leading, managing and directing the planning, scheduling, marketing and customer service functions of Transit's services. You will also be responsible for overseeing the development of services and customer communications as well as developing recommendations that guide the direction of services.

Responsibilities

- Lead and manage all activities associated with short-term and long-term transit service and infrastructure planning
- Oversee public and passenger-related communications in order to attract and retain new riders and increase customer and public satisfaction with transit services
- Provide leadership for the branch by developing a high-performance team that can deliver services effectively and efficiently
- Ensure effective and efficient approaches to resource management for the purposes of customer satisfaction, cost effective service delivery and risk management
- Responsible for planning and overseeing projects to ensure they are completed on time and on budget
- As a member of the leadership team of the department, assist in establishing, promoting, and implementing the strategic direction of the department

Skills and Abilities

- Demonstrated ability in developing and maintaining effective relationships with internal and external stakeholders
- Demonstrated interpersonal, communication and presentation skills
- Demonstrated project management, organizational and time management skills with the ability to adapt and be flexible to changing priorities and needs
- Demonstrated analytical and planning skills along with critical thinking is required
- Demonstrated ability to consult, collaborate, and work collaboratively in identifying effective and efficient solutions that result in efficiencies and increased customer satisfaction
- Demonstrated ability in preparing and making presentations at events such as Council meetings, regional transit meetings and public meetings

Qualifications

- Bachelor's degree in transportation, urban planning, engineering or a related field
- Minimum 10 years of progressive leadership/supervisory experience in transportation planning and operations
- Familiarity with advanced scheduling applications, Information Technology Systems (e.g. AVL, GPS), Transportation Demand Management are assets
- Experience in a transit or similar customer-centric environment

Conditions of Employment

- In accordance with the Employee COVID-19 Vaccination [Directive](#) and [Procedure](#), all employees of Strathcona County are required to be fully vaccinated and provide proof of vaccination by **December 1, 2021**, or will be required to participate in a rapid testing program.

TO APPLY PLEASE CLICK ON THE LINK BELOW:

[Career: Manager, Strategic Initiatives and Customer Experience | Strathcona County](#)

Equivalencies of education and experience may be considered. In addition to providing a dynamic working environment, we offer a competitive salary and benefits package.

Successful candidates will be required to provide proof of educational and professional credentials as noted in the resume.

This competition may be used to fill future vacancies for similar positions within the next 6 months.

Competition #369-2021-EXT-TRN closes December 12, 2021

Thank you for your interest in Strathcona County. We only contact candidates selected for interviews.

A cover letter must be submitted along with a resume describing the interest in this position.
