

Job Title: Manager, Service Planning



Requisition ID: 2903

Department: Transit Services Department

Service: Transit Customer Systems & Planning Service

Branch: Service Planning Branch

Employment Type: 1 Full-time Permanent Position

Work Hours: 35.00/hours per week

Affiliation: MPE

Salary Information: \$124,613.58 - \$157,493.70 annually (2022 rates of pay)

Location: Transit Service, 1500 St.Laurent

City: Ottawa, ON

Job Category: Transportation; Management

Application Close: 27/05/2022

JOB SUMMARY

The mandate of the Transit Customer Systems and Planning Service is to provide customer service, service planning, transit technology, and customer information support for OC Transpo, geared to providing excellence in customer service delivery to 100 million transit customers per year by means of conventional bus, paratransit and rail operations.

You are responsible for providing leadership and strategic direction to the Service Planning Branch to establish and implement branch priorities and programs, which align to departmental and corporate visions, goals and strategic planning initiatives.

Service Planning programs include service and operations planning for bus, rail, and Para Transpo services (including route planning, bus stop planning, service frequency, scheduling, crewing, and bus type assignment), capital and operating financial modelling and budgeting for the department, transit fare policy, market research, performance reporting, forecasting of staff and vehicle requirements, development of policies and long-range plans, establishment of service standards and design standards, delivery of the City's transit priority program, and continuous improvement for departmental operations.

You are also responsible to establish and maintain positive client relationships with internal and external management and stakeholders, and are accountable for hiring and firing, performance management and discipline of staff as required, and participating in the grievance, arbitration and collective bargaining processes.

EDUCATION AND EXPERIENCE

Completion of 4 year university degree in geography, urban planning, engineering, operations research, economics or related field

Minimum of 8 years of experience in transit/transportation planning, including a minimum of 5 years in the management of human resources and external contract resources, and management of operating and capital budgets, preferably in a municipal setting.

CERTIFICATIONS AND LICENCES

Completion of Canadian Urban Transit Association (CUTA) Transit Planning course or equivalent

KNOWLEDGE

- The City of Ottawa and its policies and procedures
- Legislation, policies, regulations and guidelines relevant to Service Planning
- Development and implementation of long range and short term strategies for Service Planning
- Trends and developments in the transit environment, including smart growth and sustainable transportation
- Management principles, planning, budgeting and supervision techniques and practices
- Economic and statistical analysis and research techniques
- Policy and program analysis, development, implementation and evaluation techniques
- Performance measurement and management practices
- Financial and other related business practices

- Contract document preparation, the tendering process and supervision of field services
- Working knowledge of corporate human resource policies, practices and collective agreements related to managing in a unionized environment, including hiring, dismissal, performance management and the grievance procedure
- Methods used to deal with the media in a professional manner
- Computer applications and knowledge of software and data processing concepts and applications; computerized statistical analysis software, numerical and statistical analysis methods and computer applications, including MS Office, SAP, etc.
- Issues/principles involved in the provision of public transit in Ottawa, such as operational issues, accessibility issues, local government structure, and land-use planning process
- Design guidelines that enhance public transit
- Knowledge of large real-time data systems, data collection, validation, analysis, and uses
- In-depth knowledge of the city's street network, transit routes and stops
- Possess an understanding of transit APC systems including hardware, software and procedural components and how APC systems relate to the structure/function of other planning and operational systems
- Concepts of transit scheduling and crewing, ridership forecasting and modelling, and forecasting of operating resource requirements
- Trends and developments in the transit environment
- Policy and program analysis, development, implementation and evaluation techniques
- Principles of project management
- Protocols for developing submissions, briefings, major reports
- Must be familiar with applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the work place, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and City policies and procedures.

COMPETENCIES, SKILLS AND ABILITIES

Leadership Competencies:

The key competencies that describe the skills and behaviours expected to be demonstrated by managers and supervisors at the City of Ottawa are available on Ozone. The seven Leadership Competencies, which align with Servant Leadership, are:

- Strategic Leadership - Sets/implements the strategic direction, understands internal and external trends, the political sensitivities of the organization and applies this knowledge to support the long-term vision and success of the City
- Demonstrates Business Sense – Understands the impact of decisions on the business and the ability to strive to improve business performance; requires an awareness of business issues, processes and outcomes as they impact the community, the City's reputation and strategic direction
- Builds Collaborative Relationships - Proactively communicates, builds and utilizes professional relationships and partnerships with all internal and external stakeholders
- Fosters Innovation and Change - Develops an environment that embraces innovation and efficiently integrates change into the organization
- Engages Employees - Leads, coaches, mentors and develops an engaged, diverse workforce of individuals and teams, where work is performed in a safe, respectful environment and successes are recognized and celebrated regularly
- Delivers Results - Creates effective plans and performance measures, holds themselves and others accountable for measurable, high quality, timely and cost-effective results
- Client-centric Focus - Serves the client interest through focusing individual, team and organization effort on identifying and meeting key and diverse client needs (the term "client" includes both internal and external clients)

WHAT YOU NEED TO KNOW

- Language Requirement: Designated Bilingual – specific level of language proficiency: French: oral, reading, writing English: oral, reading, writing Candidates who do not meet language requirements will be required to participate in training.
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.
- Please save a copy of the job poster. Once the closing date has passed, it will no longer be available.

We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted.

The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, people with disabilities, Aboriginal peoples and persons of all races, ethnic origins, religions, sexual orientations, and gender identities and expressions.

The City of Ottawa provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

Accessible formats and communication supports are available upon request. Please contact the HR Service Centre at 613-580-2424, extension 47411.