

Manager Transit Operations

When you join the City of Guelph, you join a team of 2000 full and part-time employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment.

As a regional top employer, the City of Guelph values its employees and offers competitive salaries, excellent benefit packages, opportunities for professional development, a healthy work-life balance, and many roles with flexible work options. Our corporate values are integrity, service, inclusion, wellness, and learning. Guelph is consistently ranked as one of the best places in Canada to live, work, and play—all good reasons to consider a career in this beautiful city.

The Opportunity

Resumes are being accepted for the position of Manager of Transit Operations. Reporting to the General Manager Transit, the Manager of Transit Operations will be the senior member of staff responsible for the overall management of the day-to-day operations and continual improvement of Guelph Transit's daily operations. With a continued growing ridership, our customers are choosing Guelph Transit as their preferred mode of transportation. The successful candidate will bring to this role, leading edge operational and management experience to ensure Guelph Transit continues to provide an enhanced level of service delivery. Guided by the goals and objectives of the City of Guelph Corporate Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

Your role

Transit Operations:

- Manage the safe and efficient daily operations of Guelph Transit's conventional, on-demand, mobility services and micro-transit options.
- Ensure that supervisory practices and standard operating procedures are consistent with Collective Agreements, health and safety practices, employment standards and other related regulations and corporate practices as required.
- Oversee Occupational Health & Safety, WHMIS and other workplace regulatory programs and regulations.
- Manager Guelph Transit's efforts in the recruitment process of new Operators and Route Supervisors.
- Oversee the development and implementation of all training program and recertification programs for full-time and extra-board Operators.
- Ensure all training programs are consistent with the mission, core values, goals and strategies of the Corporation as well relevant Ministry requirements/regulations.

- Manage the relationship with Transit Fleet Department to ensure that transit vehicles are properly maintained and the required number of vehicles are available on a daily basis to meet service requirements.
- Develop and maintain a positive working relationship with union and non-union employees.
- Proactively manage interpret and apply articles and terms within the Collective Bargaining Agreements including effectively managing the grievance process. Monitor Key Performance Indicators (KPI's) related to transit operations and provide thought processes on corrective actions towards continued compliance levels.
- Ensure that Standard Operating Procedures (SOP's) are current and maintained towards effectively managing transit operations.
- Work towards providing succession planning opportunities for all employees within your area of responsibility.
- Work cooperatively with the Transit Planning and Scheduling department towards the successful rollout of our Future Ready Transit Strategy Plan.
- Provide input into the development of routes and/or service level changes.
- Support the General Manager in the analysis of service delivery issues and in the preparation of documents and reports for City Council and relevant committees.
- Ensure ongoing compliance to AODA (Accessibility for Ontarians with Disabilities Act) customer service and transportation standards.
- Follow up with Operators, Route Supervisors, customers and the public on complaints related to transit operations.
- Represent Guelph Transit at conferences and in meetings with external agencies such as the Canadian Urban Transit Association (CUTA), Ontario Public Transit Association (OPTA), Ministry of Transportation and Ministry of Labour.

Financial:

- Support the development of capital and operating budgets related to transit operations.
- Support the monitoring of capital and operating budgets as it relates to your area of responsibility. Provide feedback and justifications on significant variances to operating and capital budgets.

Leadership:

- Develop and foster a positive work environment that is inclusive, respectful and motivating for all staff.
- Manage the activities of Route Supervisors and Operators and provide coaching, direction and leadership in the planning and execution of service delivery.
- Prepare and monitor performance reviews, 15-Fives and performance development plans annually for Route Supervisors and other direct reports.
- Participate as a key member of the Transit/Human Resources team in collective bargaining.
- Develop positive working relationships with Transit Advisory Committee (TAC) members towards the success of Guelph Transit.

Performance Measurement & Continuous Improvement:

- Produce key operating statistics reports weekly/monthly.
- Monitor and analyse ridership data and initiate corrective actions towards meeting performance expectations. Follow up on improvement processes.
- Review capabilities and capacity of various technologies in use to support transit operations and develop specifications as required to upgrade and/or acquire new hardware or software related to the needs of transit operations.

- Make recommendations to the General Manager for applications to support continuous improvement efforts and to position the department at the leading edge of operations planning and service delivery.
- Develop and maintain good working relationships with the transit management team.

General:

- Backfill for the General Manager's position as necessary
- Perform other related duties as assigned.

Qualifications

- Considerable experience related to the duties listed above, normally acquired through the completion of a university degree or diploma in Transportation, Labour Relations or a related discipline and considerable experience in transit operations, accident investigations and health and safety. Candidates with an equivalent combination of education and experience will be considered.
- Experience in the preparation and monitoring of budgets.
- Leadership skills with experience leading and motivating staff in a unionized, politically sensitive environment.
- Experience in interpreting and applying complex articles and terms in collective agreements and the ability to handle labour issues and the grievance process.
- A valid Class BZ drivers licence with a good driving record. Successful candidates will be required to provide a current driver's abstract prior to their start date to confirm their licence is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last 5 years. The City of Guelph will take into consideration the number of demerit points and/or nature of the infractions to determine if it meets our requirements.
- Knowledge of the Highway Traffic Act, Occupational Health and Safety Act, Employment Standards Act and Accessibility for Ontarians with Disabilities Act.
- Excellent customer service skills with the ability to resolve customer inquiries/complaints in an effective manner.
- Excellent analytical and organizational skills with the ability to manage multiple assignments in order to meet deadlines in a very demanding customer service focused environment.
- Excellent communications skills with the ability to communicate with all levels of staff, stakeholders and the general public.
- Experience with Microsoft Office (Word, Excel, PowerPoint and Outlook).
- Ability to analyse problems, identify alternatives and make recommendations in order to implement procedures and policies.
- Ability to maintain strict confidentiality.
- Knowledge in technology applications to support service delivery/operations (e.g. Trapeze, Vontas, Seon, and/or similar industry technologies).

In accordance with the City of Guelph's employment practices, new employees are required to be fully vaccinated as a condition of hire, subject to accommodations required in accordance with the Ontario Human Rights Code.

Rate

\$97,600.00-\$122,000.00

How to apply

Qualified applicants are invited to apply using our **online** application system by **Sunday, June 12, 2022**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered. Proof of qualifications will be requested at the interview stage.

Please visit the job posting listed on our careers page and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer that values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.