



Job title: **BCRTC President & General Manager**
Job ID: 20220457
Location: Burnaby, British Columbia
Full/Part Time: Full-time
Regular/Temporary: Regular

Division

Corporate Services

Department

BCRTC President's Office

Union Affiliation

Exempt

Marketing Statement

TransLink is Metro Vancouver's regional transportation authority and as an enterprise, is proud to be one of BC's Top Employers. TransLink manages and operates an integrated regional transportation system, meeting the transportation needs of 2.5 million people — connecting them by bus, rail, SeaBus, custom transit services, pedestrian and cycling paths, the Major Road Network and five bridges. At the same time, TransLink helps deliver the region's goal of creating a greener, more sustainable, more livable Metro Vancouver.

TransLink's regional transit system spans 21 municipalities, as well as the Tsawwassen First Nation and Electoral Area 'A' (the unincorporated areas of the regional district). Their services are delivered through four operating companies - British Columbia Rapid Transit Company, Coast Mountain Bus Company, West Coast Express and Transit Police - and contractors that keep the buses and trains running, the ferries moving, the air clean and construction projects on track. Together, they connect the region and enhance its liveability by providing a sustainable transportation network, embraced by communities and people.

British Columbia Rapid Transit Company Ltd. (BCRTC), on behalf of TransLink, maintains and operates two of the three SkyTrain lines in Metro Vancouver — the Expo Line and the Millennium Line — as well as the West Coast Express commuter rail service. BCRTC also manages the agreement with InTransitBC for the operation and maintenance of the Canada Line. Launched in December 1985, SkyTrain is the oldest and one of the longest fully automated, driverless, rapid transit systems in the world. Currently transporting about 350,000 passengers per weekday, the Expo and Millennium SkyTrain Lines connect Downtown Vancouver with the cities of Burnaby, New Westminster, Coquitlam, Port Moody, and Surrey, while the Canada Line connects Downtown Vancouver to the Vancouver International Airport (YVR) and the City of Richmond.

West Coast Express (WCE), a BCRTC subsidiary, maintains and operates a commuter rail service between downtown Vancouver and Mission City. This service operates 44 rail cars in up to five trains on a leased capacity on conventional rail right-of-way owned by CP Rail.

BCRTC is currently seeking a new President and General Manager. Reporting to the BCRTC and WCE Boards, and working with the CEO of TransLink, the successful incumbent will be accountable for leading BCRTC and WCE and ensuring that operations, maintenance and service strategies are effectively



delivered and aligned to TransLink's strategic goals and service expectations. They will position the rail company to generate a high level of business performance and customer satisfaction, while fostering the highest safety standards. The President & GM will champion TransLink's vision, mission and values at all levels of BCRTC and WCE, and with critical stakeholders. They will also establish and deliver an aggressive capital expansion program and sustainable business transformation to position the organization to meet the growing requirements of the region over the next 5 to 10 years. Through dynamic leadership, the new President & GM will build a strong and inclusive culture that drives accountable leadership, engagement and partnership.

The ideal candidate will bring a successful track record of providing strategic leadership that has resulted in the achievement of corporate goals and objectives as a President, General Manager, business unit leader, or in another senior corporate leadership responsibility—ideally, in an environment with close parallels to rail transportation, BCRTC or TransLink. In addition to being a consummate relationship builder, they are extremely service driven in every aspect of the leadership dimension and bring a high level of political acuity.

This is an incredible opportunity to drive one of Canada's most innovative transportation companies and to contribute to the sustainable growth of Metro Vancouver.

Responsibilities

Reporting to the BCRTC and WCE Boards, and working with the CEO of TransLink, the successful incumbent will be accountable for leading BCRTC and WCE and ensuring that operations, maintenance and service strategies are effectively delivered and aligned to TransLink's strategic goals and service expectations. They will position the rail company to generate a high level of business performance and customer satisfaction, while fostering the highest safety standards. The President & GM will champion TransLink's vision, mission and values at all levels of BCRTC and WCE, and with critical stakeholders. They will also establish and deliver a sustainable business transformation program to position the organization to meet the growing requirements of the region over the next 5 to 10 years. Through dynamic leadership, the new President & GM will build a strong and inclusive culture that drives accountable leadership, engagement and partnership.

Specific Accountabilities:

- Is appointed by and accountable to the BCRTC and WCE Boards and works with the TransLink CEO on a regular basis on operational, capital program and financial issues and to align BCRTC operations with the TransLink strategic plan and enterprise priorities.
- Working with the BCRTC and WCE Boards, leads the BCRTC executive team in translating the TransLink's strategic direction into specific BCRTC and WCE strategies, business plans and program ensuring alignment and integration with the enterprise. Establishes BCRTC and WCE goals and monitors targets and measures for same.
- Works with and supports the BCRTC and WCE Boards of Directors in fulfillment of their governance responsibilities, providing timely information and reporting on all facets of BCRTC and WCE business performance and strategies at key intervals.
- Ensures BCRTC and WCE deliver safe, reliable, convenient, clean, professional and customer focused rail transit service in Metro Vancouver, which generates a high level of customer satisfaction and business performance. This includes the directly operated Expo and Millennium Lines and the West Coast Express service and the management of the contracted operations and maintenance of the Canada Line.
- Supports the modernization, expansion and renewal of the Expo and Millennium Lines by developing concepts of operations and maintenance requirements, managing access, and providing assurance, and acceptance for capital projects delivered by TransLink. Manages the full lifecycle of rolling stock

including procurement, testing, commissioning, start up, refurbishment, rehabilitation, and disposition. Undertakes the role of Sponsor for key projects as required.

- Through reporting BCRTC human resources leaders, and in collaboration with TransLink, ensures BCRTC's organizational structures are highly effective and appropriately staffed, being mindful of priorities, fiscal constraints and fiscal accountability to address operational needs and achieve goals.
- Ensures that BCRTC engages best practices in people management by building a strong and positive culture that drives accountable leadership and high levels of engagement; ensures that successors are in place to lead the organization; and demonstrates a commitment to equity, diversity and inclusion following a partnership approach.
- Through reporting BCRTC finance leaders and in collaboration with TransLink, ensures integrity of BCRTC's operating and financial systems, controls, reporting and governance, and ensures that operating and financial results are aligned to plans, providing rationale for variances and taking corrective action as needed.
- Represents the interests of BCRTC and WCE as a part of the TransLink executive team while considering the interests of the enterprise as a whole, ensuring that all aspects of enterprise transportation services work most efficiently when they are coordinated, including operations, maintenance, policies, and procedures.
- Represents TransLink, BCRTC and WCE in the development of positive and productive relationships with key stakeholders, including governments, business, public, customers and others. Also represents the organization in federal hearings, providing key testimony on key rail matters as they relate to TransLink, BCRTC and WCE.
- Ensures BCRTC's and WCE's readiness to identify and mitigate critical risks while still leveraging emerging opportunities for the business; works with TransLink where these can have an impact on the achievement of broad, enterprise-wide results.
- Positions BCRTC and WCE for operational efficiency and effectiveness through implementation of innovative and commercial practices, processes and systems.
- Positions BCRTC and WCE to plan and prepare for future Capital Projects, which includes resources, timelines, operational funding and readiness.
- Ensures compliance with all relevant legislation, acts and regulations, with emphasis on occupational health and system safety.

Reporting Relationships:

- Direct Reports
 - Vice President, Operations
 - Vice President, Maintenance
 - Director, Capital and Major Business Projects
 - Executive Director, Finance and Corporate Services
 - Director, Safety, Env. & Emergency Management
 - Manager, Labour Relations
- Relates to:
 - TransLink Senior Executive Team
 - TransLink Board of Directors
 - Mayors' Council
 - Provincial/Federal Officials
 - Metro Vancouver Stakeholders
 - TransLink Interest Groups
 - BCRTC and WCE Employees
 - Metro Vancouver Citizens

Qualifications

Experience: A successful track record of providing strategic leadership as a President, General Manager, business unit leader, or in another senior corporate leadership responsibility that has resulted in the achievement of corporate goals and objectives. Ideally, this experience would have been gained in the rail transit industry. Alternatively, this experience would have been gained in a capital intensive, complex transportation environment, with the following parallels and attributes:

- Leadership of a division or subsidiary of a larger organization;
- Commercially oriented business with multiple customer touch points;
- Customer facing organization in which customer engagement and service are critical;
- Organization with a multi-unionized environment;
- Organization that has undergone successful change management;
- Organization in which technology is a key driver in supporting a high level of customer service and engagement.

Expertise: Demonstrated ability to deal with a highly regulated and complex railway and public environment. Extensive expertise and experience in driving and leading the integration of large and complex infrastructure capital program. Expert experience leading rail-oriented occupational health and safety programs to fulfil the corporate goal of Zero Harm.

Strategic Vision and Planning Skills: Expert strategic planning skills, with ability to also establish broad business strategies, targets and measures, monitor achievements, and take corrective action to change course as needed to achieve critical results. The ability to sustain a shared organizational vision and communicate it in a way that instils a strong sense of purpose in employees and other key stakeholders. A strategic and forward thinker, able to inspire a senior leadership team, workforce, and stakeholders.

Superb Leadership Skills: Expert organizational change management and leadership skills with ability to direct, coach, develop and manage performance of reporting senior leaders, and to influence others at all levels across the TransLink enterprise as well as externally with the media. A highly effective team builder and collaborative leader. Track record of choosing top calibre executives and motivating them to achieve outstanding results. Extremely service driven in every aspect of the leadership dimension. Ability to hold people accountable for performance.

Business Acumen: Expert business acumen acquired through many years of strategic corporate leadership experience, including a demonstrated ability to deal with a highly regulated and complex railway and public environment. Solid understanding of strategic and financial planning. A proactive approach to assessing and improving financials. A demonstrated track record in developing and implementing commercially viable business strategies and initiatives. Confident in managing quality and enterprise asset management systems.

Change Management Skills: Expert change management skills with the ability to influence others at all levels across the enterprise, and the experience to initiate, lead and stabilize organizational and culture change. Supports and encourages new ideas and approaches to enhance performance and results, takes intelligent risks, and helps others to engage in the change process. Expert problem-solving and decision-making skills, with ability to diagnose and make recommendations on the organization's most critical issues.

Customer Focus: Demonstrated experience in building a culture with the customer at its centre. Solutions oriented in order to meet customer needs.

Communication and Interpersonal Skills: Expert interpersonal, communication and consensus building skills, demonstrating a high degree of emotional intelligence, with the ability to provide significant contributions at the Board (BCRTC and WCE) and executive team levels, and to address the highest



level of sensitive and political challenges both inside and outside the organization. Inspiring, motivating, passionate and influential.

Media Relations: Experience responding to media requests and interviews, acting as a spokesperson for BCRTC and WCE. Able to communicate effectively in a wide range of arenas and to the general public through the media. Adept in issues management and media relations ensuring consistency and alignment handling high profile, sensitive, and time-constrained matters.

Systems Transformation: Demonstrates critical thinking at the systems level to identify current and anticipated issues, solve problems, and analyze options for change, balancing short term demands with longer term considerations, strategically incorporating best practices, emerging trends and models for service delivery. Successful at managing significant change in a complex and dynamic organization.

Political Acuity: Understands the political dynamics of municipal, provincial and federal stakeholders and an appointed Board. Possesses the ability to build consensus in a large and complex organization with many internal and external stakeholders. Can effectively read organizational and human dynamics; sensitive to the governmental, public, and stakeholder context in which a public facing organization functions. Demonstrated ability to deal with a highly regulated and complex transportation and public environment.

Relationship Skills: A track record of establishing and maintaining productive relationships with internal and external stakeholders. Devotes appropriate time and energy to establishing and maintaining networks. Internally, can engage people across the organization and foster buy-in to new ideas and concepts; externally, is an effective and credible representative of the organization. An exceptional communicator. Comfortable in an external facing role where he/she will work closely with the Board, the media and with other stakeholders.

Personal Characteristics: High integrity. Honest and straightforward. High emotional intelligence. Strong moral compass, approachable, and visible throughout the organization. Treats others with the utmost respect and truly cares for employees.

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.

COVID-19 Safety Vaccination Policy

To support public health, and protect the health and safety of our employees, customers, and their families, British Columbia Rapid Transit Company employees will be required to be fully vaccinated against COVID-19 and will need to provide proof of full vaccination status in compliance with the employer's COVID-19 Safety Vaccination Policy.

Accommodations may be applicable under the BC Human Rights Code. Should an applicant be unable to provide proof of full vaccination and should an accommodation be requested, additional information will be required to determine whether the individual is entitled to be accommodated.

Work Schedule

40 hours per week.



How to Apply

Visit our [Career Site](#) and apply through our job portal.

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

Posting Date: May 20, 2022

Closing Date: Until Filled

Please note that only those short listed will be contacted.

Having issues applying? Review our [System Requirements and Support](#) or email jobs@bcrtc.bc.ca for assistance.

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@bcrtc.bc.ca.