

Team Lead, Scheduling

City of Ottawa – OC Transpo

Founded in 1948, OC Transpo, officially the Ottawa-Carleton Regional Transit Commission, is the public transit agency for the City of Ottawa. It operates an integrated hub-and-spoke system including light metro, bus rapid transit, conventional bus routes, and Para Transpo door-to-door accessible bus service that carries approximately 97.1 million annual riders and 340,000 daily trips. The mandate of the Transit Customer Systems and Planning Service is to provide customer service, service planning, and technology and control systems support for OC Transpo. The department is geared to providing excellence in customer service delivery to 100 million transit customers per year by means of conventional bus, para transit, and rail operations.

The Team Lead, Scheduling, is responsible for managing a group of transit professionals who create all the schedules, and operator work shifts, for the City’s conventional bus and rail service. The team prepares schedules and operator work for all service changes, along with special event service, holidays, and planned detours and closures. The Team Lead will act as the subject matter expert on all aspects of transit service scheduling and provide expert advice for all Transit programs, projects, and services that fall within the work unit. As the team’s supervisor and mentor, you will advocate for and demonstrate behaviors to team members that support principles of teamwork, respect, service excellence, and professionalism. You will excel at working in a fast-paced unionized work environment that is customer focused and encourages performance excellence. As the relationship manager, you will establish and maintain strategic partnerships and positive client relationships with internal and external management, stakeholders, and consultants/contractors/suppliers. You will provide financial and professional input to the manager regarding strategic and operational plans, policy development, budget development, and budget adherence.

The ideal candidate will come with the completion of a 4-year university degree in Engineering, Urban Planning, Geography, Economics, Operations Research, Business Administration, Computer Science, Social Sciences, or a field related to the area of responsibility. A minimum of 4 years of experience in transit planning and scheduling and a minimum of 1 year of supervisory experience. The ideal candidate will also have a solid background and advanced skills in the transit scheduling software Hastus. A collaborative team member, you are skilled at communicating and have excelled at your interpersonal skills. Given your experience in service planning and scheduling and financial and human resource management, you are well-positioned to take on the Team Lead role with the City of Ottawa.

The City of Ottawa is an equal opportunity employer. In accordance with the Accessible Canada Act, 2019 and all applicable provincial accessibility standards, upon request, accommodation will be provided by both Odgers Berndtson and the City of Ottawa throughout the recruitment, selection and/or assessment process to applicants with disabilities.

To explore this opportunity further, please contact Diana Rucchin at Odgers Berndtson at [diana.rucchin@odgersberndtson.com](mailto:diana.rucchin@odgersberndtson.com) or submit your resume and letter of interest online to [www.odgersberndtson.com/en/careers/18463](https://www.odgersberndtson.com/en/careers/18463) by **November 2, 2022.**