

# Job Title: Team Lead, Network Service Design



Requisition ID: 5875

Department: Transit Services Dept.

Service: Transit Customer Syst & Planning Service

Branch: Service Planning Branch

Employment Type: 1 Full-time Temporary - Up to 1 year

Work Hours: 35.00/hours per week

Affiliation: MPE

Salary Information: \$88,335.52 - \$111,718.88 annually (2022 rates of pay)

Location: Transit Service, 1500 St.Laurent

City: Ottawa, ON

Job Category: Transportation

Application Close: 29/11/2022

## **JOB SUMMARY**

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, 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.

You are responsible to lead a small group of professional and technical staff for one of the following areas of responsibility:

- Rapid Transit System Logistics
- Measurement and Reporting
- Service Reliability
- Scheduling
- Network Service Design
- Community Relations
- Technology and Control Systems

Within the assigned area of responsibility, you are the City's chief technical specialist, supervisor, mentor, and relationship manager for the group.

As the chief technical specialist, you act as the project manager and provide expert advice for all Transit programs, projects and services that fall within the work unit, including the development and delivery, technical accuracy and evaluation stages. As the supervisor and mentor, you advocate for and demonstrate behaviours to team members that support principles of teamwork, respect, service excellence and professionalism. You work in a fast-paced unionized work environment that is customer focused and encourages performance excellence. As the relationship manager, you are responsible for establishing and maintaining strategic partnerships and positive client relationships with internal and external management, stakeholders and consultants/contractors/suppliers. You provide financial and professional input to the manager regarding strategic and operational plans, policy development, budget development and budget adherence.

## **EDUCATION AND EXPERIENCE**

Completion of 4 year university degree in Engineering, Urban Planning, Geography, Economics, Operations Research, Business Administration, Computer Science, Social Sciences, or other field related to the area of responsibility.

Minimum of 4 years of experience in transit planning, transportation planning, transit facility engineering/management, municipal customer service, or technology operations, including 1 year of supervisory experience, as appropriate for the area of responsibility.

## **CERTIFICATIONS AND LICENCES**

Not applicable

## **KNOWLEDGE**

- Issues/principles involved in the provision of public transit in Ottawa, such as accessibility issues, local government structure, and land-use planning process;
- Issues related to the operation and maintenance of transit stations and running ways;
- General knowledge in a wide variety of building construction related disciplines including but not limited to civil, structural, mechanical, HVAC, electrical, water and sanitary engineering;
- Legislation, policies, regulations, guidelines and operational procedures relevant to transit facility design, engineering, and operations;
- Legislation, policies, regulations, guidelines and operational procedures relevant to providing fully-accessible service for customers with disabilities;
- Contract document preparation, the tendering process and supervision of field services;
- Ability to read and properly interpret plans and conceptual drawings;
- General knowledge of Transportation Services Department and City of Ottawa policies and procedures;
- Project management models, techniques, practices and tools;
- Financial management practices and budget processes;
- Methods used to deal with the media in a professional manner;
- Computer applications, including MS Office, SAP and familiarity with Project Management software
- Must possess the training, experience and knowledge to organize the work and its performance;
- Must be familiar with all 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;
- Recognizes the benefits of change and understands the principles, processes and responsibilities for managing organizational change.

## **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: English oral, reading, writing
- 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.