

# Job Title: Manager, Transit Training

Req ID: 23221

Vacancy Type: Permanent

Number of Positions: 1

Closing Date: 05/03/2023

## Job Summary

Under the direction of the Operations Manager - Employees, Transit Operations, the successful candidate will lead the Learning Centre for MiWay, ensuring that new and existing employees receive professional training that complies with Ministry of Transportation (MTO) requirements and the City's policies and procedures.

## Duties and Responsibilities

The Manager will inspire a thriving and productive training program by managing the Signing Authorized Training Officers and Training & Development Specialist, and build on the future state of the Learning Centre of MiWay, the third largest municipal transit service provider in Ontario.

- Manage the Learning Centre to develop, monitor and maintain a training strategy, programs and plans including team onboarding as well as training metrics
- Responsible for overseeing the Driver Certification Program governed by the Ministry of Transportation as the Recognized Authority for MiWay
- Manages the execution of the entire training process, needs assessment of training content and materials, development of training programs, including content, delivering of training programs including technical training and evaluation of effectiveness of training
- Develops and regularly monitors the Training Team's annual work plan and ongoing training schedule, and establishes plans and programs to achieve the required results
- Manages the Collision Prevention Program Collision Review Process that focuses on minimizing the risk and exposure of insurance claims by analyzing and collision review data and report to identify emerging trend to enhance the operator training curriculum
- Leads the recruitment process for Transit Operators
- Coordinates with Transit Operations teams for the development of Transit Operator Standard Operating Procedures and ensures the course curriculum is designed and delivered accordingly
- Liaises with key stakeholders to identify training and development requirements as well as identifies any trends or issues that could impact the overall effectiveness of the department's training initiatives
- Work with Operations Customer Complaints team to review and understand the customer complaints regarding Transit Operators' driving behaviour to educate and remind operators to improve the quality of the service delivery
- Conduct non SA related training on an as needed basis
- Maintains an awareness of internal and external trends (political, inter-governmental and community of interest) and applies this knowledge to support the long-term vision and success to the City
- Collaborate with Corporate Learning and Development to support corporate driven learning initiatives and learning system and data integration for all MiWay employees
- Perform other duties as assigned

## Skills and Qualifications

- Post-Secondary Degree in Adult Education/Training and Development and/or certification(s) in Adult Learning, Training and Development or equivalent training work experience is required;
- Experience in Adult Instruction/Facilitation of training is required;
- Experience in Design and Development of Subject-Based Curriculum is required;
- Minimum 5 years of supervising/managing a team of professionals is required;
- Working knowledge of transit organizations and/or transportation industry preferred;
- Experience working in a unionized environment is an asset;
- Knowledge of Highway Traffic Act, Occupational Health and Safety Act as well as Ministry of Transportation rules and regulations preferred;
- Knowledge of developing, managing and monitoring a training strategy, program, plans as well as establishing and measuring training effectiveness and learning impact;
- Excellent oral and written communication skills; proven presentation and facilitation skills including the ability to transfer knowledge in formal and informal settings;

- Strong project management and effective organizational skills to manage multiple tasks and meet deadlines; Strong interpersonal,
- Analytical/Critical thinking have the ability to analyze situations and solve problems in a results-oriented, collaborative approach;
- Strategic and operational leadership and management skills.
- Proven ability to interact with people at all levels using tact, discretion and diplomacy
- Must possess a valid Ontario Class G license in good standing.

**Note:** Transit is a 24 hour, 365 days a year operation. As a Training Manager you may be required to work various shifts including early mornings, nights, and weekends.

Hourly Rate/Salary: \$93,120-\$124,160

Grade: G

Hours of Work: 40

Work Location: Mississauga Transit

Organization Unit: T&W/MTOP - Training

Department/Division/Section: T&W/Transportation&Works Dept , T&W/Mississauga Transit , MT Operations

Non-Union/Union: Non Union

Applicants applying to this posting may be considered for the same position(s) should another vacancy occur within six months from the date of this posting, unless the requirement to repost is expressed differently in a Collective Agreement.

If you are selected for an interview and your proposed transfer or promotion results in a real or perceived conflict of interest in relation to the Employment of Relatives Corporate Policy and Procedure, you must notify the Human Resources Representative as soon as possible.

If you are selected for an interview you are expected to disclose all current positions held in the City, whether full time or part time.

We are an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the City of Mississauga will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment selection and/or assessment process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.