

# General Manager, Transit Services



**Job Title:**  
General Manager, Transit Services

**Job Number:**  
J0723-0335

**Job Code:**  
NU123

**Job Category:**  
Management

**Department:**  
Transit Services

**Bargaining Unit:**  
Non-Union

**Job Type:**  
Full Time

**Employment Type:**  
New

**Number of Positions:**  
1

**Hours of Work:**  
35 hrs/wk

**Salary:**  
\$106,779.00 - \$133,460.00/Year

**Date Posted:**  
July 21, 2023

**Closing Date:**  
August 18, 2023

## Opening Statement

We acknowledge that the City of Kingston is situated on traditional Anishinabek (Ah-nish-in-ah-bay), Haudenosaunee (Ho-den-o-show-nee) and Huron-Wendat (huron-wen-dat) territory and is the home of many Indigenous peoples. We are grateful to reside and work on this land.

Kingston is a smart, livable city in the heart of eastern Ontario. Its stable and diversified economy includes global corporations, innovative start-ups and all levels of government. Kingstonians enjoy a high quality of life with access to world-class education and research institutions, advanced healthcare facilities, affordable living and vibrant entertainment and tourism activities.

We take our core values of Trust, Respect, Integrity and Pride seriously and apply these standards to everything we do. We foster a working environment that reflects our community's diversity and respects people's dignity, ideas and beliefs. The City of Kingston views diversity as its strength and encourages people from all backgrounds, including but not limited to women, racialized groups, Indigenous peoples, Persons with Disabilities and persons who identify as members LGBTQ+ communities, to apply.

## Position Summary

Kingston Transit provides local and express public transit service seven days a week to the City of Kingston. Our team of almost 200 people is committed to delivering an excellent customer experience, offering a safe, accessible, and reliable system, and building on the success of our service to support the broader transportation goals of the City. We work to ensure that our passengers' travel experience is convenient, reliable, direct, and enjoyable.

We operate 23 routes with additional service added during morning and afternoon peak-hour commute with an annual ridership of more than 6.8 million trips. Our fleet of more than 80 buses are well maintained, fully accessible, and includes 2 fully electric buses (with more on the way). We leverage real time information from all points of our system

and use technology and data to inform our operation, service planning, and maintenance.

Reporting to the Director, Transportation & Transit, the General Manager, Transit Services will advance City Council's vision and priorities for Kingston Transit. This position provides leadership for overall performance in service planning, service delivery, and financial sustainability.

The General Manager, Transit Services is responsible for providing overall leadership and management for the planning, operation, and delivery of the City's conventional transit service. This position ensures plans are developed and aligned with the objectives identified in the City of Kingston's Official Plan and Transportation Plans and work is accomplished in a safe, effective, customer focused and fiscally responsible manner to meet the travel needs of all users.

#### KEY DUTIES & RESPONSIBILITIES

Oversee operational excellence and integrity by establishing goals and objectives to promote effectiveness and ensure the implementation of policies and practices that comply with all corporate policies, procedures, by-laws and City Council decisions

Provide leadership and direction to the transit division. Formulate short term and long-term operating plans, business plans, goals and objectives (i.e. annual transit service level changes, service standards, performance measures, transportation studies, etc.)

Responsible for Transit Services' annual budgets (current & capital) including long range forecasts, capital cost projections and asset and inventory maintenance for the department. Set proper fiscal controls and manage day to day finances

Management of direct reports by monitoring progress toward goals with sustainable results, developing successors, and resolving problems in alignment with the organization's vision and strategic plans

Foster internal relationships and build stakeholder relationships with regional and provincial government representatives, service providers/partners and the community

Other duties as assigned

## Qualifications, Competencies

3-year diploma in business administration, public administration, economics, engineering, or a related program

University degree in a related field is considered an asset

Minimum 5 years recent and extensive experience in transit operations, service development, budgeting, and operational management

Experience at the management level in a municipal setting is preferred

Recent and relevant experience as a people leader in a unionized environment is preferred

Must demonstrate corporate competencies: Customer Focus, Results Orientation, Integrity, and Teamwork

## Skills, Abilities, Work Demands

Recognized organizational leadership, project management and creative problem solving skills

Ability to act as change agent, championing corporate initiatives

Ability to work in a politically sensitive environment while demonstrating tact and diplomacy

Highly developed analytical and business planning skills with a proven track record for long term visioning, planning, and budgeting

Strong knowledge of municipal policies, procedures, applicable legislation and regulations, relevant industry standards, by-laws and acts (municipal, provincial and federal)

Ability to build relationships, resolve conflicts, negotiate, facilitate, and deliver information to a wide variety of audiences

Ability to balance objectives with current organizational needs

Proficient skills in MS Office

Ability to build trust and credibility in a politically sensitive role with competing demands and priorities

Excellent communication skills with the ability to influence others

Ability to coach, motivate and develop employees

Valid Ontario "G" class drivers license

Ontario CZ class commercial drivers license is preferred

Attend Council or Committee meetings outside of regular business hours as required

Required to obtain and maintain a satisfactory criminal record check

## Closing Statement

Please apply to Career Opportunities at: [www.cityofkingston.ca/Careers](http://www.cityofkingston.ca/Careers)

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA) at any stage in the recruitment process. We're happy to provide more information if you email us at [HRCity@cityofkingston.ca](mailto:HRCity@cityofkingston.ca)

Your resumé must demonstrate how you meet position requirements. Please upload to your profile any educational Degrees, Diplomas and/or Certificates that are relevant and required for the position. We thank all who apply, however, only those selected for further consideration will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

Please ensure to check any spam or junk folders for any emails coming from a City of Kingston account.

Are you interested in this job?

I am Interested



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