**JOB TITLE:** Director, Transit Operations & Maintenance

**DEPARTMENT:** Transit

**POSTING NUMBER:** 105472

**NUMBER OF POSITIONS:** 1

**JOB STATUS & DURATION:** Full Time Permanent

**HOURS OF WORK:** 35-hour workweek

**LOCATION:** Hybrid Model – when working onsite, you will report to the location of 185 Clark Blvd.

**SALARY GRADE:** 10

**HIRING SALARY RANGE:** $154,517.00 - $173,832.00 per annum

**MAXIMUM OF SALARY RANGE:** $193,146.00 per annum

**JOB TYPE:** Management and Administration

**POSTING DATE:** June 19, 2023

**CLOSING DATE:** July 10, 2023

**AREA OF RESPONSIBILITY:**

This role is responsible to provide leadership, insight into the vision and strategic direction to achieve the goals and objectives of the Business Plan. Direct responsibility for the following areas: (1) Operations, including Transit Control, (2) Bus and Facilities Maintenance, including warehousing, (3) Training and Safety and (4) internal procurement. Provide leadership and direction for strategic planning and service delivery to effectively utilize resources, plan strategies, prioritize projects and evaluate programs for transit services while delivering a service excellence experience for the community. Be highly visible to internal and external stakeholders to platform and profile the Transit business development and growth. Champion change management through process improvement, document controls and continuous improvement proposals to ensure the immediate and future success of the Transit system while maintaining regulatory compliance.

Represent Transit for external projects with Metrolinx, MTO, Region of Peel and participating government agencies and community groups. Serves as a principal spokesperson with public and external agencies and promotes Transit activities. Direct the day to day activities required to implement the Transit strategy, including project management, budget administration, establishing resource requirements, acting as a frontline ambassador with the community, and advocating projects/developments at community, provincial and federal levels. Develop external relationships to market Transit initiatives and seek opportunities that will sustain future growth and funding sources. Represent transit on trade association initiatives such as CUTA, OPTA and APTA.

**KEY RESPONSIBILITIES**

1. **STRATEGIC VISION**
* Oversee operational excellence and integrity by establishing goals and objectives to promote optimum effectiveness and ensure implementation of appropriate policies and practices to meet the Business Plan goals and objectives.
* Formulate and implement strategic direction, policies and practices for the division to meet the Business Plan goals and objectives.
1. **FUNCTIONAL LEADERSHIP**
* Lead and guide staff toward the successful accomplishment of the Business Plan goals and objectives.
* Provide overall leadership to the following area: Operations, Bus and Facility Maintenance, Training & Safety, and Procurement.
* For Operations, this includes developing staffing plans including significant operator recruitments annually, other recruitments, dispatching operators to routes, on-street and Transit Control service supervision, emergency response, employee relations (including attendance management), dealing with union relations and continuously searching for new and better ways to provide service, workforce monitoring to control overtime costs and minimize service cancelations, while achieving the corporate target for on-time service.
* For Maintenance, this includes developing fleet plans, maintenance plans for fleets and facilities, recruitment of qualified staff, ensuring sufficient buses are available on a daily basis as required by schedules, maintenance of parts inventories at optimal levels, maintenance of fleet and facility cleanliness and upkeep at acceptable levels, dealing with union and labour relations and continuously searching for new and better ways to provide service.
* For Training & Safety, this includes ensuring sufficient operators are trained to meet service as needed, other training needs of the corporation are met in an efficient manner, accidents are investigated thoroughly and lessons learned are recommended for implementation, transit and corporate safety initiatives are implemented.
* For Procurement, this includes ensuring all procurements are in accordance with COB purchasing requirements that all major contracts are issued according to pre-set schedules, that vendor management principles are followed, that guidance to the rest of transit is provided on their purchases and continuously searching for better ways to procure.
* Ensures appropriate and qualified leadership is in place in all of these areas.
* Makes strategic decisions to change direction or improve service levels.
* Provide leadership, communication and guidance to motivate team direction to focus on strategic goals and objectives that promote customer service delivery and improve efficiencies.
* Manage, coach and provide guidance to promote effective employee relations and encourage increased morale, innovation and productivity to meet the Business Plan goals and objectives.
* Conduct performance management formal process and annual reviews.
1. **CUSTOMER SERVICE**
* Liaise and interact with government agencies, public and private sector organizations, departments and Council to exchange information and acquire knowledge.
* Represent Division and raise awareness of Transit through community visibility, attendance at external functions and collaboration with respective agencies.
1. **RELATIONSHIP MANAGEMENT**
* Build and foster strong working relationships and collaborative arrangements with internal and external customers, stakeholders, business and community leaders, sponsors, public and media to meet the Business Plan goals and objectives.
* Share media and special Transit events with General Manager to ensure representation at all key functions when required.
1. **COMMUNICATION STRATEGY**
* Attend Council, Committee and Corporate Leadership Team meetings to represent the division when required, provide expert advice and recommendations to influence decision-making that support positive outcomes.
* Review and approve business proposals, reports prepared by staff for presentations to senior management, Council, stakeholders and recommend changes as required to influence effective decision-making.
1. **CORPORATE CONTRIBUTION**
* Actively participate in the development of the transit 5-year Business Plans from a strategic perspective.
* Maintain an awareness of developments within the disciplines of the division to develop short and long-term plans and recommend innovative strategies for growth and expansion.
* Anticipate, assess and evaluate internal and external risk factors that affect the organization such as technological and organizational practices and recommend business strategies to control risks and improve quality of services, resources and programs.
* Maintain knowledge of all laws, regulatory, judicial mandates, ordinances, legislative various acts, codes and by-laws set out by Federal, Provincial or Municipal levels of government.
1. **BUDGET ACCOUNTABILITY**
* Direct control and accountability for the budget under Director’s areas of responsibility.
* Provide direction and guidance on the division’s overall budgets, ensuring approvals and spending are consistent with operating objectives to ensure budget compliance.
* Use of effective resource and expense management at all times to meet corporate policies and guidelines.
1. **TEAMWORK AND COOPERATION**
* Ability to foster engagement, debate and build consensus to achieve Business Plan goals and objectives.
* Ability to work collaboratively within a team environment to achieve Business Plan goals and objectives while respecting diverse cultural backgrounds and perspectives.
* Demonstrate success developing and implementing multi-faceted Business Plans for diverse stakeholders with wide-ranging impacts.
* Provide direct oversight within area of responsibility and mentoring/guidance over all other areas of the division.
* Demonstrate corporate values at all times.

**SELECTION CRITERIA:**

**EDUCATION:**

* Post-secondary degree or diploma in Business, Transportation or Infrastructure Planning or equivalent related field.

**REQUIRED EXPERIENCE:**

* 7-10 years of progressive senior leadership role.
* 7-10 years of senior management level employee and union/management relations.
* 5-7 years of experience in public transportation services.
* Knowledge of OSHA and safety management principles and tools.
* Knowledge of public sector procurement principles.
* Proven experience with the ability to lead, influence, direct and motivate staff.
* Senior management experience in a large highly diversified public or private sector organization is an asset.bb
* Planning and implementing programs and activities.

**OTHER SKILLS AND ASSETS:**

* Expert knowledge of Municipal, Regional, Provincial and Federal Governments, applicable Legislations and awareness of current social, economic and political priorities is an asset.
* Highly-developed Relationship Management and Public Relations skills; Interface with internal and external key stakeholders, community groups, government agencies, public and private sector organizations.
* Highly-developed Organizational skills; Detail oriented, well organized and able to prioritize highly complex tasks with critical deadlines.
* Outstanding communication skills, both written and verbal.
* Highly-developed Analytical skills for complex problem solving; Fiscal and Financial acumen.
* Computer proficiency in Microsoft office/software.

*\*\*Various tests and/or exams may be administered as part of the selection criteria.*

**Alternate formats will be provided upon request.**

**Interview:** Our recruitment process may be completed with video conference technology.

As part of the corporation’s Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available.

If this opportunity matches your interest and experience, please apply online at www.brampton.ca/employment quoting **reference #105472 by July 10, 2023** and complete the attached questionnaire. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

As part of the application process, applicants will be invited to complete a self-identification survey. The survey is voluntary. Participation in the survey will have no impact on hiring decisions. Should you wish to opt out of completing the survey, please select “prefer not to answer” as a response to each question. All information collected is confidential and will not be shared with the hiring manager. The surveys will be anonymized and will be kept separate from applicant or employee files, such that the individuals who completed the surveys will not be identifiable. The results of the survey will assist in the analysis of disaggregated metrics for organizational planning purposes and our commitment to advance and foster diversity, equity, and inclusion. The City may use anonymized data to produce aggregate reports for internal or external use.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant’s responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.



*The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accommodations at any point during the application and hiring process, please contact TalentAcquisition@brampton.ca or 905.874.2150 with your accommodation needs, quoting the job opening ID#, job title. Any information received relating to accommodation will be addressed confidentially.*