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## Manager, Transit Service Delivery

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

Reporting to the Director of Calgary Transit, the Manager of Service Delivery will lead the Employee Support, Field Operations and Operations Support teams and is responsible for the management of front-line transit operations within Calgary Transit. The Manager is accountable for approximately 2200 Public Transit and Specialized Transit Operators, delivering over 50,000 hours of weekly service and more than 20,000 weekly trips, respectively, and provides the vision and strategic initiatives to ensure on-time, safe transit, and accessible service that enhances the customer and employee experience.

As a member of the Calgary Transit Management Team, you will be expected to foster an inclusive leadership approach that promotes equity, diversity, and inclusion, as well as psychological and physical safety. As a strategic decision-maker, you will possess political acumen and have experience in leading transformational change and enabling innovation. Primary responsibilities include:

- Customer Service and Support – Use assets and resources available to find innovative ways to enhance the customer experience through customer support, communications, and reliable service.
- Strategic Management – Contribute and participate in the development and provision of strategic leadership and overall direction of the business unit. This includes contributing to the creation and execution of strategic business plans, succession planning, strategic financial management and performance management.
- Employee Leadership – Responsible for employee engagement by developing strategic initiatives on how to continuously improve employee levels of engagement. Lead a team of direct and indirect reports providing mentorship, coaching, support, and development opportunities.
- Financial Management – Collaborate with other departments within the business unit and provides input as part of the Leadership team on the optimal distribution of resources and structure of operations across the city with an annual operating budget of approximately 230 million. This includes specialized design and resource allocation for high-profile events (for example: Calgary Stampede, Tour of Alberta bike race, Pride Parade).
- Health, Safety and Environment – Foster a culture of health and safety for customers and employees with a focus on employee wellness, psychological and physical safety. Collaboration with other business units and divisions on environmental initiatives.
- Labour Relations and Organizational Design – Oversee and efficiently distribute resources for optimal organizational design to support new business initiatives. Participate as a management representative in collective bargaining for the business unit to support the business strategy. Hear and respond to grievances. Ensure the collective agreement, employment standards and other legislated requirements are being adhered to and followed.
- Critical Event Management – Exercise sound decision making, problem solving, and resource allocation during critical incidents.

### Qualifications

- A related degree combined with at least 10 years of progressively more senior and diverse work experience, including at least 5 years' experience leading and supervising a team.
- A Master's in business administration (MBA) would be an asset.
- Equivalent combinations of experience and education may be considered.
- Experience and success in creating and executing a strategic vision and direction for a complex organization or division, ideally in a service-based environment is a preferred asset.
- Public sector experience, particularly municipal government experience in a large, multi-union environment, is a preferred asset.
- Aligning with City [corporate values](#), you will have demonstrated success in building, developing and leading strong teams, leading and managing change, developing and using metrics to improve organizational performance, deploying resources to achieve effective and efficient outcomes, and establishing and maintaining strong and positive working relationships with colleagues, clients, stakeholders, and/or elected officials.

### Pre-employment Requirements

- Background checks, which may include a police information check and/or check of educational credentials may be conducted.

Union: Exempt  
Position Type: 1 Permanent  
Compensation: Level H \$114,863 - 183,107 per annum  
Hours of work: Standard 35 hour work week  
Audience: Internal/External

Business Unit: Calgary Transit  
Location: 928 32 Avenue NE  
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.  
Apply By: September 18, 2023  
Job ID #: 308182

Apply online at [www.calgary.ca/careers](http://www.calgary.ca/careers)