

At the City of Brampton, our focus is people. From our employees to the community we serve, people are at the centre of everything we do. Our city is a living Mosaic made up of 250 cultures and 115 spoken languages. Recognized by **Forbes** as one of Canada's top employers and **Maclean's** best communities in Canada, the City of Brampton is a dynamic and innovative place to work and experience. We want you to join us in serving our diverse community with pride and passion.

Our Focus Is People 



**JOB TITLE:** SENIOR MANAGER, TRANSIT OPERATIONS  
**DEPARTMENT:** TRANSIT  
**POSTING NUMBER:** 105470  
**NUMBER OF POSITIONS:** 1  
**JOB STATUS & DURATION:** Full Time Permanent  
**HOURS OF WORK:** 35-hour workweek  
**LOCATION:** 130 Sandalwood Pkwy West  
**SALARY GRADE:** 9  
**HIRING SALARY RANGE:** \$136,429.00 - \$153,483.00 per annum  
**MAXIMUM OF SALARY RANGE:** \$170,536.00 per annum  
**JOB TYPE:** Management and Administration  
**POSTING DATE:** August 25, 2023  
**CLOSING DATE:** September 10, 2023

#### **AREA OF RESPONSIBILITY:**

Reporting to the Director, Transit Operations and Maintenance this management position provides leadership and guidance to Operations staff within Transit Operations. This is a critical and highly-visible service that contributes to the quality of transit services provided to our community.

1. Manage Daily Transit Operations. Manage the daily operation of Transit services running seven days a week, approximately 24 hours a day, ensuring safety and customer service standards are met or exceeded. Ensuring senior level leadership is made aware of any high priority or sensitive circumstances and appropriate action is taken. Responsible for monitoring and meeting the on-time performance of advertised transit service delivery. Provide operational leadership and strategic guidance to ensure activity is aligned to the overall City Transit strategy and Service Plan. Develop and update departmental policies and procedures as required. Develop and manage the annual budget. Report regularly to the Director and prepare reports and presentations to Council or other audiences as required.
2. Manage Operations. Ensure technical training programs are relevant and available to keep departmental Transit staff and operators fully qualified and competent, especially in areas of

changing requirements, equipment and regulations. Assess staff needs and implement changes in training & professional development programs and courses. Ensures adequate safety and training documentation and manuals. Directs administration of safety policies and procedures to protect employees and passengers as well as property and equipment, ensuring the appropriate investigation of incidents involving personnel, equipment or property and that appropriate remedial or preventative action are initiated.

3. Staff management. Provide leadership, direction, and guidance to union and non-union technical staff (i.e. Transit Supervisors, full-time and temporary Operators) and outside consultants or vendors who provide project support and services at the Transit Facilities. Develop and maintain performance measurement system for Transit Operations to monitor efficiency and productivity of manpower. Establish performance objectives and work assignments and motivate staff through coaching and guidance. Requires strong leadership skills for mentorship and succession planning for staff. Encourage positive culture and corporate code of conduct in daily operations activities and employee dealings. Ensure effective utilization of available resources and keep overhead costs to a minimum. Provide technical Transit industry expertise to assist in decision-making at lower levels. Responsible for adherence to internal policies and procedures, i.e., Human Resources practices including attendance management, collective agreements, and applicable legislative regulations, including Health & Safety practices. Provide performance feedback to direct reports. Assist supervisors with escalated performance management concerns. Attends WSIB Tribunal and other complex work-related disability cases including dealing with the Ministry of Labor. Represent Transit for Human Rights complaints at the Tribunal as required for employee and public complaints. Works closely with the Union Executive and maintains healthy union/management relations. Participates in union contract negotiations, grievance meetings and hearings as required. Ensures staff needs for training & development are met. Participates in recruiting when required. Works closely with Human Resources to evaluate the recruitment process, including testing, for transit operators making recommendations as required for future requirements. Service as a team lead for the Transit Peer Support Team.
4. Financial accountability. Is responsible for setting the overall budget for transit operations, and monitoring performance. Responsible for all phases of purchasing assets and supplies for Transit operational and training needs; from tendering or quoting to shipping & receiving. Ensures Purchasing policies and practices are followed. Works with the City's Finance departments to ensure that financial decisions reflect the needs of the citizens, the transit staff and the City's desire for cost-effective delivery of service. Uses industry networks to learn about best practices in terms of service delivery and safety, and research changes in the industry in terms of equipment and apparatus testing, maintenance, repair and acquisition. Works with the Director and other Managers to contribute to the departmental budget and the budget for future capital projects.
5. Operational excellence. Ensure Transit operations and processes are continually monitored and improved to optimize operating, financial and customer service performance. Recommend appropriate upgrades and changes to equipment, technology, and process. Continually monitor internal and external environment and maintain industry knowledge and peer connections to foresee trends and avert risks that may impact the integrity of the transit operations. Keep abreast of security standards in the transit industry and at public safety strategies at the National level and implement plans in daily operations, holds a Secret-level security clearance with Transportation Canada. Actively participates on the Transit Security Review Committee and Transit Security Operations Subcommittee. Respond to emerging issues and recommend best solutions. Serves as a liaison with other transit agencies, government agencies, community organizations and the public to correct operational problems, improve transit service and provide feedback to the Director and management team. Make recommendations to the Director on project priorities, resourcing, and related cost implications. Ensures budget control is in place for all activities and projects.

6. Customer service and incident management. Ensure that customer dissatisfaction or incidents are addressed in a timely and professional manner and that all staff are aware of Service Plan goals and customer service protocols. Investigate and resolve escalated customer complaints and concerns that cannot be resolved by reports. Participate in accident or other investigations and assess impacts to recommend policy or procedural changes.
7. Technical expertise. Participates on project teams to provide direction regarding Transit operations. Participates as a subject matter expert in Training initiatives. Actively participates on national and provincial Transit industry committees and is an operational expert representing Transit. Represent the Director when required on various committees and at meetings. Collaborate with other Management of the division to ensure consistency in service delivery and integrated strategies. Manage vendor relationships in the best interests of the City and the security and service of the public. Prepare technical material to presentation to non-technical and political audiences.

## **SELECTION CRITERIA:**

### **EDUCATION:**

- Post-secondary education (degree or diploma) in related field (e.g. Transportation Engineering, Business Administration, Human Resources, Labour Relations) or the equivalent experience/education.

### **REQUIRED EXPERIENCE:**

- 5-10 years progressively responsible experience in public transportation services.
- Computer proficiency in Microsoft Office, database programs.
- Knowledge of provincial and federal regulations related to transit services.

### **OTHER SKILLS AND ASSETS:**

- Leadership experience in a unionized environment, with specific experience in labor relations, contract negotiations an asset
- Excellent report writing and experience in communications (public speaking) an asset
- G classification drivers' license

*\*\*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](http://www.brampton.ca/employment) quoting **reference #105470 by September 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](mailto: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.*