

Transit Delivery Supervisor Job Number: 47302

As a Transit Delivery Supervisor, your well-developed leadership and managerial capabilities will allow you to oversee the daily operation of transportation services and provide exceptional leadership to a team of up to 180 transit operators. If you enjoy working in a fast paced environment, and feel you are prepared to take on the role of leader we want to hear from you!

With a focus on the City of Edmonton's Cultural Commitments of Safe, Helpful, Accountable, Integrated and Excellent, you will:

- Provide leadership and effective coaching, counseling and discipline for a team of up to 180 transit operators
- Lead performance management responsibilities such as attendance management, performance recognition and employee safety and wellness
- Coordinate and implement various operational programs; for example, the customer concern process, operator continuous training programs, equipment concerns, various operational concerns and improvements, occupational health & safety and other related studies or projects
- Respond to public and passenger inquiries, concerns and commendations in a timely manner
- Manage operational resources with internal and external stakeholders in a unionized environment
- Act as a key liaison between operations staff and planning/scheduling staff in an effort to coordinate, monitor and adjust the delivery of fixed route bus service

Qualifications:

- Bachelor's degree in Human Resources, Psychology, Public Administration or a related field. A Certificate or Diploma in Management studies may be considered if supplemented with additional training in human resources. Or a combination of education and experience deemed equivalent for this role
- Minimum of 5 years progressively responsible supervisory experience within a unionized environment. Preference will be given to candidates with experience in the transit or transportation industry
- Knowledge and experience dealing with human resource management practices and issues
- Experience conducting workplace investigations in a unionized work environment, including determining the investigation plan, collecting and analyzing evidence, determining findings and implementing related decisions
- Experience interpreting collective agreements and administering workplace policies/practices
- Ability to effectively use Google Applications (i.e. GMail, Docs, Sheets, Drive, etc.)
- Demonstrated ability to develop individuals, through the use of effective coaching methods, resulting in teams working towards achieving common goals
- Demonstrated ability applying effective leadership management practices in the areas of human resources
- Sound knowledge of labour relations principles
- Strong conflict resolution and negotiation skills with experience in solving complex and sensitive issues between multiple parties in a workplace
- Ability and willingness to delegate and empower others
- Leadership skills with proven ability to direct and supervise staff and build strong teams
- Proven ability to maintain confidentiality, utilize discretion and exercise sound judgment
- Organizational skills with the ability to prioritize, multitask, manage time effectively, and handle tight deadlines
- Problem solving, decision-making and negotiation skills
- Excellent listening, facilitation, presentation, and written communication skills
- Verbal and written communication skills, including report writing and presenting
- Communication skills and ability to work collaboratively and communicate effectively with a large and diverse work groups and multiple stakeholders
- Valid Alberta Class 5 driver's license (or provincial equivalent). Obtaining and maintaining a City Driver's permit is a requirement of this position. May be required to obtain business auto insurance for personal vehicle use on City business
- Must be eligible to obtain and maintain a Class 2 license with airbrakes
- Hire is dependent on a Criminal Records Check (CRC) security clearance that is satisfactory to the City of Edmonton and is a requirement of this position, there may be a cost associated with this requirement.
- Demonstrated ability to achieve results in the context of a respectful, inclusive and service-minded style
- Demonstrate alignment with the Cultural Commitments of Safe, Helpful, Accountable, Integrated and Excellent, fostering an environment for others to do the same. For more information on the City's Cultural Commitments, please visit edmonton.ca/our-culture
- Demonstrate the foundational competencies, key behaviours and attributes of the City's six leadership competencies: Courage, Inclusivity, Values-Based Influencer, Collaborative Networker, Systems Thinker and Creative Innovator. For more information on the City's leadership competencies, please visit edmonton.ca/our-culture
- Applicants may be tested

Management and Out-of-Scope positions at the City of Edmonton are being reviewed for possible inclusion in the Civic Service Union 52 bargaining unit. If this position is impacted by the review there may be changes to certain aspects of the position. Candidates will be notified accordingly of any changes.

The City of Edmonton is committed to inclusive, respectful and equitable workplaces that represent the communities we serve. We continuously improve our systems, policies and practices to remove barriers and ensure our employees, in all their diversity, can succeed. We value applicants with a diverse range of skills, experiences and competencies, and encourage you to apply. To learn more, see the Art of Inclusion: Our Diversity and Inclusion Framework here: <https://bit.ly/3hd2d95>

The City of Edmonton strives to provide reasonable access and accommodations throughout the application and selection process. If you would like to request an accommodation at any stage of the process, please contact Employment@edmonton.ca.

Up to 2 permanent full-time positions

Hours of Work: 36.9 Hours per week. Monday - Friday

Salary: \$87,151- \$124,502 (Annually)

Talent Acquisition Consultant: SL/MZ

Classification Title: ML2 - Training Supervisor

Posting Date: Aug 8, 2023

Closing Date: Aug 22, 2023 11:59:00 PM (MDT)

Number of Openings (up to): 2 - Permanent Full-time

Union : Management

Department: Edmonton Transit Service

Work Location(s): Various Transit Garages Edmonton (City Wide)

Visit www.edmonton.ca/careers for information on how to apply