

Job Title: **Chief Operating Officer**

Job ID: **20230721**

Location: **Sapperton**

Full/Part Time: **Full-Time**

Regular/Temporary: **Regular**

### **Marketing Statement**

A career at TransLink and our family of companies means working with people with a wide range of skills and perspectives, all teaming up towards a common goal: preserving and enhancing the region's world-envied quality of life. Together, we connect the region and enhance its livability by providing a sustainable transit and transportation network, embraced by our communities and people.

At TransLink we are dedicated to building a workforce that reflects the diversity of the communities in which we live. We're committed to fostering an inclusive, equitable and accessible workplace, recognizing the unique value and skills every individual brings.

Looking for a great place to work where your contributions are valued and you can make a difference in a vibrant city? At TransLink, one of BC's Top Employers, you'll help make Metro Vancouver a better place to live, built on transportation excellence. Put your future in motion!

### **Responsibilities**

The Chief Operating Officer for the TransLink Enterprise leads a diverse portfolio of corporate functions with enterprise-wide strategic influence. This position provides broad leadership to the TransLink operating subsidiaries and ensures that strategic operating objectives are aligned and consistent with overall enterprise objectives. This position also provides leadership and oversight to the functions that have enterprise-wide reach such as business technology solutions, real estate, contracted services, internal audit and continuous improvement, and strategy implementation. Participates as a key member of TransLink's executive team, sharing accountability for strategic planning and achievement of results across the TransLink enterprise.

#### **KEY ACCOUNTABILITIES**

Works with the CEO to develop, implement, and oversee TransLink's business plan, strategic vision and initiatives, identifying and prioritizing initiatives of significance to TransLink or the enterprise. Champions TransLink's vision, mission and values at all levels of the organization and with critical stakeholders.

Ensures that the appropriate organizational governance is in place to provide effective oversight and that adequate capacity exists to ensure safe and sustainable delivery of the TransLink business plan and monitors key performance indicators (KPIs).

Builds alignment with overall vision, objectives, and timelines to ensure a shared focus across the TransLink enterprise for those functions carried out in different parts of the business or enterprise.

Collaborates with leaders across TransLink enterprise to identify and facilitate solutions to gaps and issues between the operating companies and TransLink on strategic objectives and on the delivery of a safe and reliable customer experience.

Participates as a member of the Coast Mountain Bus Company (CMBC) and British Columbia Rapid Transit Company (BCRTC) Boards of Directors, and on the Metro Vancouver Transit Police Board (MVTP), liaising on the most critical issues relating to their governance responsibilities and oversight, and the provision of timely information and reporting.

Translates the organization's strategic direction into broad divisional strategies. Leads the development and achievement of goals, strategies, and plans; and ensures implementation of effective and efficient policies, practices, and processes in all reporting areas. Establishes standards and key performance measures for all areas of accountability, monitors ongoing achievements, and takes necessary corrective action to ensure strategic objectives are achieved.

Ensures reporting areas develop positive and productive relationships with key stakeholders, including governments of all levels, business, public, customers and others.

Ensures reporting areas are positioned for operational efficiency and effectiveness through implementation of innovative and commercial practices, processes, and systems, and ensures compliance with all relevant legislation, acts and regulations.

Provides broad direction, coaching, development, and performance management for reporting executives/senior leaders, and oversees all divisional practices, ensuring adherence to best practices in people management.

## **Qualifications**

### **EDUCATION AND EXPERIENCE:**

The requirements for this job are typically acquired through a relevant academic background and many years of progressively responsible strategic corporate leadership experience in a large and complex operating environment.

### **OTHER REQUIREMENTS:**

Expert business acumen and related competencies acquired through many years of strategic leadership experience; including demonstrated ability to significantly influence mission-critical operating outcomes in a large, diverse, asset-intensive, and highly regulated transportation service environment.

Expert strategic planning skills, with ability to lead the provision of strategic direction for long range transportation infrastructure and network planning programs, policies and initiatives; and to establish broad business strategies, targets and measures, monitor achievements, and take corrective action to change course as needed to achieve critical results.

Expert change management and leadership skills with ability to direct, coach, develop and manage performance of reporting senior leaders, and to influence others at all levels across the TransLink enterprise, as well as externally with the media, stakeholders, and all levels of government.

Expert interpersonal, communication and consensus building skills, with ability to provide significant contributions at the Board and executive team level, and to address the highest level of sensitive and political challenges, both inside and outside the organization.

Expert problem-solving and decision-making skills, with ability to diagnose and make recommendations on the organization's most critical issues.

Alignment to TransLink's Executive Competencies.

### **Other Information**

Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process. A standard interview format will be used including general, scenario and behavioural descriptive interview questions.

### **Work Schedule**

37.5 hours per week.

### **Work Designation**

Hybrid

This position offers the flexibility of working both on-site and remotely within B.C.

### **Rate of Pay**

Salary \$314,982 - \$419,326 per annum (Actual salary offered will be commensurate with education, experience and internal parity).

the Total Compensation Package includes Extended Health, Dental, Transit Pass and enrollment in the Public Service Pension Plan. Focus on your development through tuition reimbursement, training, and mentorship programs. Enjoy a variety of health and wellness programs, including access to gym facilities. Speak to us to know more about what we offer.

### **How to Apply**

Please go to <http://www.translink.ca/careers> to apply for this position and view instructions on the process.

INSTRUCTIONS: Please save your (1) cover letter, and your (2) resume as one pdf document prior to uploading your application on-line.

Please note that only those short listed will be contacted.

Having trouble applying? Please view the System Requirements & FAQ's by going to <http://www.translink.ca/careers>.

TransLink is committed to employment equity and building a diverse workforce, representative of the customers we serve and the many communities in the Metro Vancouver region. We welcome and encourage Indigenous applicants, people of colour, all genders, 2SLGBTQ+ and persons with disabilities to apply. Learn more about TransLink's commitment to equity, diversity and inclusion.

Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at [jobs@translink.ca](mailto:jobs@translink.ca).