

Manager, Transit Operations

Transit Department

Working for the City of Burlington

A great career is closer than you think. Come work for the City of Burlington, where you'll be joining an innovative and progressive workplace focused on building a 21st century city that respects the diversity of our residents, visitors, and employees; and prioritizes continuous opportunities for you to learn and grow.

We don't just spend time attracting the best talent. We spend time and resources to keep the best talent. This may include flexible working hours, mobile and hybrid working arrangements, a great pension and benefits package, as well as programs to foster innovation and leadership.

Job Number

TRT-187-23

Employee Group

Non-Union

Employment Status

Full Time Permanent

Location

This position is required to work in person at 3332 Harvester Road, Burlington, Ontario. Work location is subject to change at the discretion of the City due to operational demands.

Position Overview

Reporting to the Director of Transit, the Manager, Transit Operations oversees the City's conventional, specialized transit, and Transit training operations. This role formulates policies, establishes objectives and assures implementation for the City's transit system and works collaboratively with the Transit team including transit planning and transit maintenance.

Responsibilities

The primary responsibilities of this role include:

- Accountable for the day-to-day operations of the City's transit service, specifically the operation of conventional and specialized transit. Transit services are provided seven days a week and approximately 22 hours a day.
- Provide operational leadership and strategic guidance that aligns with the Transit 5 Year Business Plan, Integrated Mobility Plan and City Council's direction for Transit.
- Ensure operational excellence by achieving service standards and general performance key performance indicators.
- Monitor AODA (Accessibility for Ontarians with Disabilities Act) legislation and standards as it relates to transit to ensure compliance for both conventional and specialized service.

We thank all applicants and advise that only those to be interviewed will be contacted.

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- Work with supervisors and specialized transit service staff to identify gaps and improvement opportunities. Lead and implement continuous improvement efforts for conventional and specialized transit.
- Provide leadership, direction, and guidance to union and non-union staff (Transit Operations Supervisors, Specialized Transit Team, Training Coordinator, and unionized Transit Operators).
- Oversee the Transit Operator training program. Monitor the Transit CVOR (Commercial Vehicle Operators Registration) program for Transit Operators, working with the Transit Training Coordinator to develop appropriate driver training programs focused on prevention and risk mitigation.
- Manage service contracts for various vendors including uniforms and taxis.
- Develop, update, and implement transit policies and procedures.
- Leads the development and implementation of Transit's Business Continuity Plan and is a member of the City's Emergency Operation Centre Support Staff.
- Provide input into the development of operational budgets and monitor performance including lost time due to injury and overtime.
- Promote and implement health and safety initiatives, which includes reviewing, implementing, and updating safety policies in coordination with corporate health and safety.
- Work with the union executive and maintain positive union/management relations. Participate in negotiation of the collective agreement, grievance meetings, mediation and arbitration when required. Ensure thorough knowledge and understanding of Transit's Collective Agreement and how it applies to operations.
- Ensure that transit rider incidents and challenges are addressed in a timely and professional manner. Provide responses to the Mayor and Council.
- Participate on national and provincial transit industry committees, specifically CUTA and OPTA to learn about best practices in terms of service delivery and safety and research changes and industry trends. Work closely with provincial and regional service providers and agencies on new and existing initiatives in the transit services area.
- Collaborate with the Transit leadership team in determining long and short-range strategic initiatives for Transit Services. Represent the Director, Transit when required and collaborate with other departments to ensure City strategies are achieved.

Requirements

You have a university degree or college diploma in transportation planning or human resources management or equivalent field, combined with more than 5 years experience in a supervisory/or management capacity with at least 3 years in a unionized transit environment.

You successfully handle conflicting demands and frequent changes in a fast-paced environment. You have excellent interpersonal skills, a high degree of tact and diplomacy, and the ability to deal with difficult contacts effectively. Your excellent written and verbal communication skills are reflected in reports and recommendations for senior leadership and City Council.

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Salary Range \$109,142 to \$136,428 (under review)

Posting Close Date October 18, 2023

How to Apply To apply, please visit www.burlington.ca/careers and click on “View Jobs”. Please note that applications are only accepted online. If you require assistance, please contact Human Resources at 905-335-7602.

Accommodations In accordance with the Accessibility for Ontarians with Disabilities Act, the City of Burlington accommodates the individual needs of applicants with disabilities within the recruitment process. Please call us at 905-335-7602 or email us at: hr@burlington.ca if you require accommodation to ensure your equal participation in the recruitment and selection process.

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