



Job title: Manager, Transit Network Management (Transit Planning)
Job ID: 20230869
Location: Greater Vancouver
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

PRIMARY PURPOSE

Manages the delivery of projects and programs in support of TransLink's three-year service plan for changes to the transit network, including network and service levels on TransLink's multi-modal transit system. Develops multi-year bus and rail fleet and facilities plans and strategies to align replacement plans with corporate direction on expansion plans and other priorities. Makes recommendations for the development of strategies and business models for service delivery and oversees transit service contracts.

KEY ACCOUNTABILITIES

Provides leadership and expertise to the delivery of multi-year bus and rail fleet and facilities projects and programs in support of TransLink's three-year service plan for changes to the transit network.

Manages the technical program for the purposes of analysis and evaluation of transit network performance data, including customer feedback data, compass data, APC data and TMAC. Provides strategic analysis of trends and emerging issues.



Manages the governance process for transit service change approvals, including the Bus Service Approvals Committee, by providing schedules, agenda and content delivery. Supports subsidiaries in managing Rail Fleet, Facilities and Service Committee and Bus Fleet and Facilities Committee.

Works with the operating companies and other stakeholders to implement plans and optimize service consistent with direction provided by senior leadership, Board and Mayors' Council. Represents TransLink on various committees and task forces, prepares reports and studies for presentation.

Scopes, plans, and participates in interactive discussions with Executives, elected and appointed officials, including the Board and Mayors' Council.

Represents TransLink to external audiences on issues of moderate to high impact, risk and complexity, including in highly visible public forums.

Develops and manages relationships with external stakeholders including senior government officials and industry peers, managing expectations, discussing complex and sensitive issues, and resolving problems.

Oversees complex projects with enterprise-wide scope, highest risk and political sensitivity. Develops project charters, business case, timelines, budget and deliverables. Monitors and keeps projects on track in accordance with endorsed plans and ensure results within designated time frames. Provides project updates to senior leadership as required.

Manages the technical program for the purposes of analysis and evaluation of transit network performance data, including customer feedback data, compass data, APC data and TMAC. Provides strategic analysis of trends and emerging issues.

Develops reports and conducts presentations to Council on issues and plans related to the transit network. Engages with municipal staff at Senior Management level to consult on potential changes and ensure transparency.

Develops standards, guidelines, and plans for the management of the transit network; ensures existing and proposed projects not only adhere to standards but also plans for and works across the enterprise to ensure compliance.



Develops, implements, and executes strategies, plans and objectives to advance implementation of service plans and fleet and facilities plans and facilities innovations, as identified in long term vision-level plans.

Works closely with TransLink's key stakeholders and government officials to meet legislated responsibilities. Works closely with executives and senior management within and outside of the organization on the development and execution of strategic initiatives. Manages the development of solutions to complex and multifaceted issues of multi-jurisdictional implementation.

Contributes as a member of the department management team, identifying and taking action on program-related risks and opportunities associated with the projects and alerting manager to critical issues. Foresees strategic issues and mitigates in advance.

Oversees various agreements and contracts with service providers; providing direction and overseeing contract compliance; alerts senior management of any critical risks.

Develops, monitors and manages business plans and operating budgets for the program and related projects, ensuring services, programs or projects are cost-effective and adhere to regional goals. Provides input into the System Planning business plan.

Proactively liaises with other departments as it relates to the successful implementation of programs, including CMBC Operations, CMBC Maintenance, CMBC Service Design, TL Marketing, Communications, Government Relations, Procurement and Engineering. Manages associated committees as required, providing ongoing program updates and seeking direction and approvals as required to advance the program objectives.

Advises senior leadership on recommended changes to the transit network. Proactively engages with senior management across the Enterprise to ensure successful implementation of Network Management Plans.

Actively participates in various internal and external committees towards highly responsive interaction with internal and external stakeholders and partners. Participates in collaborative information sharing, problem solving and decision-making with other planning staff across the division, providing input and recommendations based on an advanced level of technical expertise.



Manages reporting staff, including selection, development, coaching, managing performance, assigning/reviewing work and all other people management practices.

Qualifications

EDUCATION AND EXPERIENCE

The requirements for this position are typically acquired through a Master's degree in Urban Planning, Engineering, or related discipline plus eight (8) years of related experience in transit system planning and operations, multi-modal and regional transportation planning or engineering at progressive levels of accountability preferably in a government setting.

OTHER REQUIREMENTS

Expert knowledge of project management methodologies and emerging trends in urban transportation.

Advanced knowledge of mobility, safety, and sustainability principles, road and traffic management and engineering, urban design, environmental and economic impact analysis, structured decision making.

Sound knowledge of plans, products, roles and responsibilities of government agencies, NGOs and associations.

Understanding of the lived experience and transportation needs of people and businesses in Metro Vancouver, and especially of disadvantaged and marginalized groups. Ability to apply this understanding to plans/projects and actively coaches others on how to ensure their planning practice is informed by this understanding.

Advanced analytical and problem-solving skills.

Advanced project management skills, including attention to detail and interpretation skills to derive meaning and develop recommendations based on findings.

Advanced communication skills to write and deliver persuasive reports and presentations.



Excellent interpersonal and relationship management skills, including negotiation skills as they pertain to contracts, multi-party agreements, and conflict resolution.

Excellent decision-making skills.

Excellent leadership and people management skills to manage a team of directly reporting staff, oversee contractors and manage project teams.

Other Information

This position leads TransLink's industry-leading Transit Network Management team, responsible for delivering transit service plans for Metro Vancouver ranging from annual and quarterly plans, up to 10-year time horizons.

You'll lead a team of high-performing transit planners responsible for our region's full multimodal transit system: buses, passenger ferries, SkyTrain, and regional rail. This role will lead a team in delivering key initiatives of the Transit Network Management workplan. These may include:

Working with partner government & operating company staff to evaluate and support the implementation of service changes in response to changing customer or operational needs.

Performance monitoring of implemented service changes on an annual and quarterly basis.

Responding to elevated customer complaints.

Shaping and interpreting complex data collection and analysis.

Managing and coaching a team of planners, within the larger Transit Planning department

The successful candidate will excel working in a fast-paced environment on complex transit service planning projects and will possess good knowledge and passion for transit.

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 \$111,326 - \$139,157 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 visit our [Career Page](#) to apply for this position.

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

Closing Date: Open until filled

Please note that only those short listed will be contacted.

Having trouble applying? Please view the [System Requirements & FAQ's page](#).

If you have questions, please connect with us at jobs@translink.ca.



Equal Employment Opportunity

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.