

Job Title:	Director, Victoria Operations	Job Level:	Director
Division/Department:	Operations, Victoria Regional Transit Operations	Job Band:	Band 7
Supervisor Title:	General Manager, Victoria Regional Transit System	Supervisor Job #:	1923

ORGANIZATIONAL DESCRIPTION

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

JOB OVERVIEW

Reporting to the General Manager, Victoria Regional Transit System, the Director, Victoria Operations leads and directs an extensive group of front-line resources providing 24/7/365 service to achieve specific business goals and performance targets in alignment with BC Transit’s strategic plan. Develops, manages and implements a variety of strategic initiatives while ensuring adherence to safe work practices.

As a member of the Victoria Regional Transit Management Leadership team the position shares responsibility for service delivery, policy development, planning and implementation of cross-division initiatives and contributes to achieving the corporate goals of BC Transit.

ACCOUNTABILITIES

- Oversees Service Delivery activities of 300 buses, including Transit Operations, Control, Transit Supervision and Dispatch, 24/7.
- Provides leadership and strategic direction and the management of a substantially large workforce to achieve divisional objectives and performance targets, while ensuring adequate resourcing levels and skill development to meet business requirements, and compliance with collective agreements
- Acts as the lead representative for Victoria Regional Transit Operations with Municipalities and provincial government staff, and other stakeholders to develop and maintain positive working relationships that enhance our ability to deliver safe, effective, and reliable service.
- Leads the integration of functional areas contributing to the successful delivery of reliable service to the customers of the Victoria Regional Transit System
- Participates in collective bargaining and fosters a positive labour relations environment within three bargaining units ensuring a consistent and fair application of the collective agreements.
- Identifies potential risks in areas of accountability and develops plans and recommendations to mitigate. Directs ongoing assessment of procedures and processes, implementing enhancements as necessary to streamline and optimize service support functions to meet the Victoria Regional Transit Operations mission including standards, analysis and reporting systems.
- Supports the development and management of the Victoria Regional Transit Operations business plan, budget and forecast
- Develops performance measures and targets for each function within the department. Promotes the use of data to drive continuous improvement.
- Leads the development of capital and major operating business cases for the department, and oversees implementation of accepted proposals

- Collaborates with internal and external stakeholders throughout the industry in an effort to continuously identify, implement and maintain safe working practices and an environment for employees, customers and the public.
- Manages all aspects of staffing including recruitment and selection, scheduling, supervisor, coaching and developing, performance management and all other people management practices.

QUALIFICATIONS**EDUCATION**

- Post secondary degree in business or a related discipline.
- Preference given to candidates with a diverse combination of formal education/specialized training in areas of transportation, logistics, and or/ public safety

EXPERIENCE

- Seven (7) years progressive experience five (5) of which should include senior level management
- Proven leadership experience in a complex unionized, multi-stakeholder environment.
- Expert knowledge of the concepts, principles, practices and techniques pertaining to operations management within the transportation industry
- Advanced planning and organizational skills to develop strategies and operational plans, with particular emphasis on resource planning to optimize service and control cost.
- Advanced analytical, problem solving and decision-making skills to identify and mitigate risks pertaining to a large operation, and to identify and resolve roadblocks to achieving operating goals
- An equivalent combination of education, training and experience may be considered.