**Supervisor, Operations (TransHelp) 2024-13483**

**Public Works - TransHelp**

**Regular Full Time**

**Salary Range: $96,785-$120,979 per annum plus comprehensive benefits and vacation**

**Reports to:** Manager of Operations and Maintenance TransHelp

**Team Size:** Approximately 10-25 employees and including union and non-union employees.

**Portfolio of Work:** Operations/Maintenance and Training

**Are you a strong people leader with experience in a unionized transit environment?**

**Do you excel in an environment of problem solving, specifically in providing recommendations in vehicle/equipment maintenance, trip operations, dispatching or scheduling?**

**Are you an effective collaborator who works well with various stakeholder groups?**

**This may be the leadership opportunity for you!**

**What you will do:**

* Provides guidance, supervision, information and leadership to maintenance staff, mechanics, operators/ drivers (in house and contracted), and indirectly to dispatchers and scheduling coordinators.
* Completes performance documentation/appraisals and participates in disciplinary meetings where required
* Responsible to hire, train and onboard new staff and ensure existing staff are kept current on industry technical requirements and legislative changes, as well as divisional goals and objectives.
* Oversees day-to-day vehicle and equipment maintenance activities and provides ongoing updates to the Manager.
* Problem solves and mediates conflicting, unexpected, and unusual problems involving multiple groups and provides direction and leadership in related functions of vehicle and equipment maintenance as well as trip operation, indirectly dispatching and scheduling.
* Establishes appropriate policies and procedures for the sections and ensures these are updated or changed as required to meet the service plan and strategic goals.
* Partners with other internal groups, Regional departments, transit systems, vendors and external agencies as required to ensure efficient passenger service levels.
* Identifies and corrects system efficiencies, deals with emergency situations, maintenance disruptions, technology disruptions and employee issues.
* Ensures adherence to applicable legislation and agreements, fostering positive labour relations.
* Responsible for providing consultative advice on compliance matters, employee relations and operational planning.
* Ensures standards are maintained and all regulatory and collective agreement clauses are complied with.
* Oversees the efficient and effective repair, cleaning and maintenance operations of fleet while ensuring adequate vehicle availability to meet service level demand and adapts stringent standards of vehicle repair.
* Checks work performance for compliance to legislated requirements and safe operations.
* Monitors performance and productivity of repair processes to ensure maximization of labour and material resources, reporting variances and makes appropriate recommendations for quality assurance.
* Formulates vehicle repair and modification campaigns, planning maintenance schedules and makes recommendations for increasing efficiency and reducing costs.
* Oversees the efficient and effective coordination of  all accessible transit trips daily through dispatch and scheduling staff providing support and customer service to TransHelp Operators/ Drivers, contracted service providers, external agencies and accessible transportation passengers.
* Jointly investigates employee and passenger incidents, accidents and complaints in conjunction with supervisors from other sections and provides recommendations and enforces corrective action as required.
* Assists with the strategic focus and goal setting within the division and keeps abreast of trends and develops best practices that will provide superior maintenance and operations.
* Monitors, controls and assists in preparing annual budget for vehicles.
* Approves tenders and specification for vehicles and equipment and authorizes all purchases related to maintenance and supplier invoices for payment.
* Responsible for managing the vehicle capital budget, vehicle maintenance operating budget and the dispatch operating budget and associated financial record keeping.
* Initiates and coordinates operating and capital forecasts, monitors budget and recommends changes, as required, while assuring that relevant linkages exist between budget requests and departmental goals and objectives.
* Responsible to deliver and maintain a current and comprehensive compliance management system in Transit and Transportation.
* Work with Fleet Safety and Training department to develop, improve and plan training programs in compliance with all Ministry of Transportation legislation and regulations.
* Keep accurate and up to date employees (drivers) file and training records in compliance with Ministry of Transportation, Ministry of Environment and all applicable legislative training requirement using the Region's approve software.
* Provide expert training, certification, and compliance reviews as well as policy development in the areas of vehicles and equipment uses including constant monitoring of the Ministry of Transportation legislation and regulations.
* Maintain positive working relationship with Contractors and monitor their services; compare prices to achieve cost saving. Prepare and issue Vendor Performance Evaluation report when necessary.
* Develop and implement monitoring systems, processes, and procedures for compliance such as developing and maintaining database that collects, analyzes and interprets data in a manner that ensure that transportation compliance, and applicable legislations are incorporated into the Division’s daily operating activities.
* Conducts field audits to determine adherence to transportation compliance approvals, standardized guidelines, policies and procedures and makes recommendations to TransHelp Leadership team on any required corrective actions.
* Liaise with internal/external staff and external resources to research, collect, compile, and review information to supply and continuously improve Training Programs.

**What the role requires:**

* Post-secondary degree or diploma in Business Administration or a related field
* 5 years of related work experience
* 3 years of direct supervisory/leadership experience
* Valid Ontario driver’s license (“G” class) required
* Direct experience in labour relations and supervising within a unionized environment.
* Working knowledge of motor vehicle maintenance preferred
* Knowledge of workplace safety standards, the Occupational Health & Safety Act, Highway Traffic Act, Employment Standards Act, Accessibility for Ontarians Disability Act (AODA), and other applicable legislation.
* Demonstrate a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias
* Combination of education and experience may be considered

**Skills/ Abilities:**

* Computer skills in Microsoft Office including Word, Excel, Outlook and PowerPoint.
* Transit scheduling and dispatching software such as ‘Trapeze’ is considered an asset.
* Proven report preparation and presentation skills.
* Effective organizational and time management skills.
* Understanding of Project Management methodologies is considered an asset.

**Perks @ Peel and why you will love working for us:**

* Comprehensive Health, Dental, Vision benefit plan including psychological health (effective start date)
* Automatic enrolment into OMERS pension plan
* Accrue Vacation on a monthly basis
* 3 Paid personal days and floating holidays
* Flexible hours supporting your wellness and wellbeing
* Annual performance review and merit increases based on performance
* Supportive leadership and a culture of respect and inclusion
* Access to tuition reimbursement and learning and development resources

**Work Mode: Hybrid;**  In this role you will have the ability to work remotely and attend on-site when required based on operational requirements at the **2 Copper Road Brampton ON**worksite which will transition to **3190 Mavis Road Mississauga ON**.  The frequency of on-site activities may vary on a weekly basis and based on operational requirements. Your remote work location must be located within the province of Ontario.

**Hours of Work:**35 hours per week; This position participates in on-call coverage and may work outside of the 35 hour work week.  
    
***The Region of Peel offers job based flexible hours of work that allows employees to manage personal and professional responsibilities while at the same time ensures business operational needs and customer service expectations are achieved.***

**Interview:** Our recruitment process will be completed with video conference technology.

Kindly ensure to regularly monitor your spam and junk email folders, as important communications regarding your application may be directed there.

**If this opportunity matches your qualifications and experience, please apply on-line.** <https://careers-peelregion.icims.com/jobs/13483/supervisor%2c-operations-support-transhelp/job?mode=view&mobile=false&width=756&height=500&bga=true&needsRedirect=false&jan1offset=-300&jun1offset=-240>

**As part of the Region’s ongoing commitment to health and safety, there are enhanced COVID-19 specific safety protocols and/or personal protective equipment requirements (e.g. masks, eye protection, etc.) in place to help protect health and safety. The additional requirements are determined based on the nature of the work being carried out.**