**Specialist, Transit Operations & Maintenance (108931)**

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| **Employee Status:** | Regular |
| **Bargaining Unit:** | Non-Union |
| **Pay Range:** | $87,879 - $119,440 |
| **Location:** | 20 Bay Street, Toronto |
| **Closing Date:** | 06-Mar-2024 |

***Metrolinx*** is connecting communities across the Greater Golden Horseshoe. Metrolinx operates GO Transit and UP Express, as well as the PRESTO fare payment system. We are also building new and improved rapid transit, including GO Expansion, Light Rail Transit routes, and major expansions to Toronto’s subway system, to get people where they need to go, better, faster and easier. Metrolinx is an agency of the Government of Ontario.

At Metrolinx, equity, diversity and inclusion are essential to living our values of serving with passion, thinking forward and playing as a team.

Our Operations Delivery department within the Rapid Transit division is looking for a Specialist, Transit Operations & Maintenance. You will play a part in supporting the delivery of safe and reliable LRT service to the community by providing oversight in the implementation of the Operator Services Agreement and project agreements with other Project Operating Companies across the LRT programs.

**What will I be doing?**

* Supervise services through the planning and implementation of operational guidelines that meet service demand and customer satisfaction targets by:
  + Managing the operator to effectively deliver on their obligation to the service level plans.
  + Running the implementation of management plans and programs through facilitation and consultation with stakeholders.
  + Providing input on developing plans to enhance communication with partners, stakeholders, and the public, ensuring the optimal balance between customer service levels and operational plans.
* Assist in developing and implementing appropriate processes, procedures, and measures to ensure full compliance with all applicable regulations and legal requirements related to the area of responsibility.
* Manage quality assurance programs for contracts, monitor key performance indicators, and facilitate corrective actions.
* Communicate regularly with various internal and external stakeholders, partners, government representatives, contractors, and vendors to advise, communicate, educate, negotiate and/or persuade on issues within the scope of responsibility.
* Assist in investigations for potential financial alternatives for operational activities.

**What Skills and Qualifications Do I Need?**

* Completion of a degree in Social Sciences, Business or Engineering, or a related discipline – or a combination of education, training and experience deemed equivalent.
* Demonstrated experience in the transportation and/or public transit sector.
* Knowledge of the Employment Standards Act, Occupational Health & Safety Act, and applicable building codes.
* Experience based on commuter rapid transit (e.g., LRT, BRT) system planning, design, and delivery, which may include surface and subway mainline and stations, maintenance of RT systems, related storage yards, etc.
* Knowledge of some of the key transit systems, such as systems signaling and train control, SCADA, Communications, Trackwork, Vehicle and Wayside Interfaces, Traction Power Design, Power Supply and Distribution, Mechanical, System and Train Simulation, Tunnel’s, and Fire Life Safety System would be an asset.
* Experience with vendor management to manage development and delivery of externally provided products and services and monitor service delivery and performance against contract provisions.
* Proficiency in MS Office (e.g., Outlook, Word, Excel, PowerPoint, etc.).
* Interpersonal and oral/written/presentation skills to assist with the preparation of reports and presentations, new directions, or recent findings in operations studies and present to technical and non-technical audiences.
* A valid Class “G” driver’s license in good standing is required to make field visits. A Driver’s Abstract (within the last 3 Years) will be required of the successful candidate. The employee(s) in this role will have access to a company vehicle (Non-Revenue Fleet Vehicle).

**Working Conditions:**

* Position is required to be available outside of regular office hours to maintain business relationships and address issues as they arise.
* May be required to work shift work on either day, evening, night, or weekends.
* May be required to be on call 24/7 to respond to any incidents or occurrences.

**Don’t Meet Every Requirement?**

If you’re excited about working with Metrolinx but your past experience doesn’t quite align with every qualification of this posting, we encourage you to apply. You just might be the right candidate for this or other roles. We are always looking for great talent to join our team.

We invite all interested individuals to apply and encourage applications from members of equity-deserving communities, including those who identify as Indigenous, Black, racialized, women, people with disabilities, and people with diverse gender identities, expressions and sexual orientations.

# Accommodation:

We value the unique skills and experiences each person brings to Metrolinx and are committed to creating and maintaining an inclusive and accessible environment. We are committed to the requirements of the Accessibility for Ontarians with Disabilities Act so if you require accommodation during the hiring process, please let our Recruitment team know by contacting us at: 416-202-5601 or email [hr.recruitment@metrolinx.com](mailto:hr.recruitment@metrolinx.com).

# Application Process:

All applicants must be legally entitled to work in Canada. Metrolinx will be using email to communicate with you for all job competitions. It is your responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence, we recommend that you check your email regularly. If no response is received, we will assume you are no longer interested in pursuing the opportunity. Please be advised that a Criminal Record Check may be required of the successful candidate.

For Internal applicants, with the recent implementation of the Internal Mobility Policy, the internal recruitment process has changed for non-union roles. Candidates must be in their current role for 12 months prior to applying for another role and each applicant must be in good standing (not participating in a Performance Improvement Plan). Please review all provisions of the [policy](http://mylinx/sites/Finance/en/Records/Manuals/HR%20Policies%20by%20name/HR-0202-17%20Internal%20Career%20Mobility%20Policy.pdf#search=Internal%20Mobility%20policy) before submitting your application.

Should it be determined that any background information provided be misleading, inaccurate or incorrect, Metrolinx reserves the right to discontinue with the consideration of your application.

# We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

**WE ARE AN EQUITABLE AND INCLUSIVE EMPLOYER.**

**#LI-SC1**