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The City work for you.



Team Lead - Transit Support Centre

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](https://www.cityofcalgary.ca). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As the Team Lead, Transit Support Centre (TSC), you oversee the service delivery strategy for Calgary Transit (CT) and ensure approximately 3 million annual service hours are delivered per year on public transit. You will manage an annual budget of over \$8 million and provision of customer service and response to inquiries and concerns. Primary duties include:

- Create service delivery strategies to ensure day-to-day service meets the growing Primary Transit Network (PTN) and implementation of RouteAhead.
- Manage day-to-day operations of the Transit Support Service, including Bus, Light Rail Transit (LRT), CT Access service operations control teams and PS100 team focused on the safety of customers.
- Provide guidance and leadership on emergency situations, manage detours, network disruptions and customer concerns that have been escalated.
- Provide leadership to the TSC team and implement Business Unit (BU) led initiatives through creation and tracking of goals and objectives.
- Participate in various committees and meetings to provide input from the TSC perspective. Committees include LRT infrastructure, Emergency Operations Centre, Construction Coordination Committee, Severe Weather Response Team, and Joint Worksite Health and Safety Committee.
- Liaise with internal and external partners providing insight as a source of operational information from a service perspective.
- Research and implement technological advances that support radio communications and train tracking network.
- Act as a Subject Matter Expert (SME) and decision maker on new technology projects and their integration.
- Collaborate with Amalgamated Transit Union (ATU) Representatives on TSC related initiatives, grievances, and concerns that may impact staff and/or service.

Qualifications

- A degree in Business Administration, Commerce, Communications or a related field and at least 7 years of direct supervision/management of employees, preferably in a unionized environment.
- Equivalent combinations of education and experience may be considered.
- Experience leading dynamic team would be considered an asset.
- Ability to be technically aware, solve dynamic problems, the ability to analyze business, political and corporate issues.

Working Conditions: This position requires being on-call 24/7 for service-related emergency situations.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level F \$94,168 - 144,228 per annum
Hours of work: Standard 35 hour work week.
Audience: Internal/External

Business Unit: Calgary Transit
Location: 1417C 33 Street SW
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Apply By: April 18, 2024
Job ID #: 309409

Apply online at www.cityofcalgary.ca/careers