

General Supervisor, Regional and Special Services Job Number: 49208

Do you strive to provide excellent customer service on a daily basis, while taking a front seat in planning and implementing services? If so, apply today and join our team to keep Edmonton working, moving and thriving!

The Role:

Reporting to the Director of Transit Service Development, the General Supervisor of Regional and Special Services leads their team to develop transit service plans for civic and major events, and to develop and deliver service contracts with regional partners in support of regional transit collaboration.

As the General Supervisor, you will determine the transit service plan for all special events that provides a reliable, convenient and cost effective service and direct your team on the coordination of routing, scheduling, customer information and operational coordination of customized service. You will also be responsible for the development and implementation of regional contracted services, including negotiating and maintaining agreements for direct service delivery on behalf of a regional municipality or other entities, and developing and maintaining access agreements to ensure safe operation of regional service within ETS facilities.

- Coordinate with staff from various City departments and outside agencies to identify public transit service needs for events
- Provide excellent customer service to regional transit stakeholders, responding to their operational questions and ensuring accurate and timely information to regional customers including billing, ridership reporting and fare revenue reporting
- Oversee the development of service plans for events, balancing customer needs and efficient, cost effective operations
- Produce detailed operational plans for events, standard operating procedures and staff information
- Work collaboratively with Superintendent of Special Events, who is responsible for the implementation of the special event service plan
- Develop estimate of costs for each event and share with key stakeholders
- Define and oversee preparation of customer information and marketing requirements for special events transit service, working in conjunction with Civic Events, Communications and external organizations
- Engage and collaborate with external and internal customers including charter bus customers, transit leads at regional municipalities, the Edmonton International Airport and private transportation companies seeking access to ETS facilities
- Provide leadership, direction and support to the Regional & Special Service team
- Supervise, oversee, manage and direct the work of the Special Services Unit
- Prepare and develop reports for branch leadership summarizing financial performance of past events
- Determine and navigate budget pressures to find creative solutions to deliver the most cost effective service while not impacting operations

Qualifications:

- Post-secondary degree in Business Administration, Public Administration, Civil Engineering, Urban Planning or a related field
- Significant and progressive municipal operations experience would be considered in lieu of a degree
- Minimum of seven (7) years of experience in planning delivery of a public service including:
 - Experience working as a supervisor in a unionized environment
 - Experience directly managing a team
 - Experience with financial management
 - Experience collaborating with external stakeholders, with external customers and with multiple internal stakeholders in different business areas
- Experience with planning or delivery of special events service is considered an asset
- Valid Alberta Class 5 driver's licence (or provincial equivalent); obtaining and maintaining a City Driver's permit is a requirement of this position

What does success look like?

- Proven analytical skills, and the ability to synthesize information to provide evidence in support of sound decision making
- Integrate multi-disciplinary teams to work collaboratively with stakeholders supporting corporate priorities
- Think strategically to address large, complex issues, to manage emergent projects while steering dynamically
- Build a respectful workplace culture through a values-based influencer approach and work collaboratively
- Effective communication and interpersonal skills, including the ability to deal effectively in situations of conflict
- Demonstrated ability to work with a high degree of independent judgement
- Demonstrated ability to work under pressure in a context of constrained time and resources
- Excellent negotiation and problem solving skills
- Service excellence, embracing diversity and promoting inclusiveness
- Demonstrate alignment with the Cultural Commitments of Safe, Helpful, Accountable, Integrated and Excellent, fostering an environment for others to do the same. For more information on the City's Cultural Commitments, please visit [edmonton.ca/our-culture](https://www.edmonton.ca/our-culture)
- Demonstrate the foundational competencies, key behaviours and attributes of the City's six leadership competencies: Courage, Inclusivity, Values-Based, Influencer, Collaborative Networker, Systems Thinker and Creative Innovator. For more information on the City's leadership competencies, please visit [edmonton.ca/our-culture](https://www.edmonton.ca/our-culture)

The City of Edmonton is committed to inclusive, respectful and equitable workplaces that represent the communities we serve. We continuously improve our systems, policies and practices to remove barriers and ensure our employees, in all their diversity, can succeed. We encourage applications from courageous leaders who intentionally promote respect and inclusion on their teams. To learn more, see the Art of Inclusion: Our Diversity and Inclusion Framework (<https://bit.ly/3hd2d95>) and the Indigenous Framework (<https://bit.ly/3cMgnPU>).

The City of Edmonton strives to provide reasonable access and accommodations throughout the application and selection process. If you would like to request an accommodation at any stage of the process, please contact Employment@edmonton.ca.

Management and Out-of-Scope positions at the City of Edmonton are being reviewed for possible inclusion in the Civic Service Union 52 bargaining unit. If this position is impacted, the incumbent will be notified accordingly.

1 Permanent, Full-Time position

Talent sourced through this process may be considered for similar opportunities within the City of Edmonton.

Hours of Work: 36.9 hours per week, Monday - Friday. This position may be eligible for the Hybrid Work Program.

Salary: \$87,151 - \$124,502 (Annually)

Talent Acquisition Consultant: IS/MZ

Classification Title: General Supervisor, Special Services

Posting Date: Mar 25, 2024

Closing Date: Apr 8, 2024 11:59:00 PM (MDT)

Number of Openings (up to): 1 - Permanent Full-time

Union : Management

Department: Edmonton Transit Service

Work Location(s): Mitchell Transit Garage, 11904 - 154 St Edmonton T5V 1J2