

# Job Posting

Edmonton

## Manager, LRT Operations Job Number: 48989

### Role:

Reporting to the Director of LRT Operations & Maintenance this position is directly responsible for the safe and reliable operation of Capital and Metro line LRT Service. This includes managing high floor LRT service levels and implementing service level adjustments based on changing transit ridership demands.

The Manager, LRT Operations oversees daily operations of LRT service, including managing the LRT Control Centre. This includes providing oversight and direction to LRT Superintendents and Controllers, fostering positive employee engagement and a culture of safety. The Manager sets operational standards for how high floor LRT service is delivered and managed, outlining standard operating procedures and developing communications to manage a variety of scenarios and incidents.

### Goals and deliverables:

- Lead, exemplify, establish the desired culture throughout the Unit, aligned with the City's Cultural Commitments and Leadership Competencies, ensuring these are translated and inherent in the unit's leadership, culture, processes and practices
- Develop and maintain a positive workplace culture for a team of approximately 140 staff that include front line leadership, LRT Control Centre Staff, and LRT Operators
- Actively participate in LRT Operator recruitment and retention activities to maintain staffing levels of LRT Operators to meet service levels
- Accountable for authorizing major LRT service disruptions caused by planned maintenance and Capital renewal work. This includes ensuring the work is planned in a manner that minimizes service disruptions to transit riders
- Continually review LRT service levels including frequency and train lengths to ensure the right level of service is being applied. This includes monitoring train loading, reviewing passenger count data, and reviewing feedback from staff and riders
- Monitor passenger count data to model when growth light rail vehicles will be required to meet the increasing transit ridership demands. This also includes projecting when modifications are required to the LRT system to increase train frequencies to increase transit ridership capacity
- Support ongoing LRT expansion projects and be the lead representative for LRT Operations; prepare related briefings and advice for senior leadership
- Manage operational budget, including monthly financial performance reporting submissions
- Steward and champion the implementation of all aspects of the City's Occupational Health and Safety Program
- Maintain the internal knowledge base of industry best practices and standards, along with the responsibility of translating the knowledge to the team, and ensuring the team apply the best practices and standards appropriately
- Ensure the effectiveness and continual improvement of service delivery through the development of comprehensive key performance indicators, and accurate and transparent reporting
- Build strong relationships with business partners to develop new and improved methods of project planning and delivery

### Qualifications:

- Knowledge, training and/or education in Business Administration or a related discipline
- Other types and disciplines of post secondary education may be considered if it can be complemented by relevant work experience, working in a leadership role in either transit operations or other transit related roles
- Knowledge of light rail transit operations including basic train operating rules and a strong understanding of the movement of transit riders by train.
- Leadership experience in a transit operations position
- Experience working in a leadership role in a unionized environment
- Ability to work with high degree of independent judgement
- Ability to anticipate and adapt to changing priorities, and maintain resilience in times of uncertainty and effectively work and lead in change management
- Valid Class 5 Driver's permit
- Combinations of education and experience will be considered

### What does success look like?

- Lead and motivate teams while building a healthy, respectful and inclusive workplace environment that enable staff to reach their potential while strengthening organizational capacity
- Operate as a strategically agile leader able to anticipate business opportunities and influence enterprise-wide policy planning and initiatives
- Build new and foster existing partnerships with community organizations, business partners, external agencies, and internal branches
- Foster an environment that results in an efficient, effective, and innovative delivery of service
- Influence initiatives without positional authority
- Demonstrate 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://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://edmonton.ca/our-culture)



- Courageous  
- Inclusive



- Values-based Influencer  
- Collaborative Networker



- Systems Thinker  
- Creative Innovator

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](mailto:Employment@edmonton.ca).

### 1 Permanent Full-time position

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

**Salary:** \$99,242.00 - \$141,775.00 (Annually)

**Talent Acquisition Consultant:** JM/MZ

**Classification Title:** Manager of LRT Operations

**Posting Date:** Mar 14, 2024

**Closing Date:** April 5, 2024 11:59:00 PM (MDT)

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

**Union :** Management

**Department:** Edmonton Transit Service

**Work Location(s):** D.L. MacDonald Yard, 13310 - 50A St Edmonton T5A 4P6

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