

Niagara Transit Commission is an equal opportunity employer committed to inclusive, barrier-free recruitment, selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the hiring process. Please advise the Commission to ensure your accessibility needs will be accommodated throughout the process.

Niagara Transit Commission is hiring:

Deputy General Manager, Fleet & Facilities Maintenance

Department	Fleet and Facilities
Status – Type of Vacancy	Full-Time Permanent
Wage/ Salary	\$127,340-\$149,810
Date Posted	Monday, May 6, 2024
Date Closing	Monday, June 3, 2024

If you would like to join our team, please start by submitting a cover letter and resume to resumes@nrtransit.ca, this opportunity can also be viewed on (nrtransit.ca), [Employment Opportunities - Niagara Region Transit](#) please submit your information no later than **Monday, June 3, 2024 by 4:00pm**.

We thank all candidates for their interest, however only those candidates selected for an interview will be contacted.

Thank you for your interest,
Niagara Transit Commission

Job Title

Deputy General Manager, Fleet & Facilities Maintenance

Job Summary

Reporting to the General Manager, the Deputy General Manager of Fleet & Facilities Maintenance is responsible for the overall management of the Transit Maintenance Division, which includes providing leadership, strategic planning, direction, and effective management of corporate fleet and facilities assets. The Deputy General Manager of Fleet & Facilities Maintenance plans, organizes, directs, and oversees direct fleet maintenance support functions of the Transit Commission and facilities maintenance functions in collaboration with Niagara Region shared services partners; formulates policies, establishes objectives and assures the fleet readiness for daily service delivery for Niagara's transit system and the sustained maintenance of facilities by ensuring levels of service through the shared services agreements are provided in a timely and efficient manner. Leadership responsibilities also involves engaging Transit Commission partners in identifying service standards that meet operational requirements, high quality asset repair best practices to equipment and facility specifications, and promoting responsive and effective Transit service program delivery to ensure customer satisfaction.

Education

- Diploma or Degree in Transportation Planning, Civil Engineering, Urban Studies, Accounting, Business Administration or a related field of study.
- An equivalent combination of education, experience and qualifications may be considered
- Combined with a minimum 10 years of experience with a Municipal/Regional transit operations is essential and should include direct experience in the following areas: transit or transportation planning, comprehensive program evaluation, change management and organizational optimization, contract preparation & management, financial and organizational performance reporting and direct managerial/supervisory responsibilities in a unionized environment
- Possessing a 310T license would be considered an asset

Knowledge

- Demonstrated leadership, team management and coaching skills and the ability to delegate to affect the required results
- Proficient computer skills using a variety of software applications, including spreadsheets, word processing and database systems, and experience utilizing transit operations software systems
- Extensive experience as a leader of complex enterprise-wide projects or strategic operational reviews within a large organization.
- Extensive experience in setting strategic direction and managing or leading large-scale transformational change initiatives and delivery of programs that create service improvement and efficiencies.

- Specialized knowledge of transit specific technology solutions is required
- Demonstrated trouble-shooting capabilities combined with the ability to grasp and understand varying perspectives to generate resolutions
- Strong interpersonal and problem resolution skills
- Ability to effectively deal with customers (internal & external) and suppliers, contractors, etc., in a professional and courteous manner
- Knowledge of project/program management methodologies, techniques, applications and best practices.
- Knowledge of applicable legislation (e.g. Accessibility for Ontarians with Disabilities Act, Highway Traffic Act (HTA) and Commercial Vehicle Operator's Registration (CVOR)).
- Knowledge of various transportation modes including fixed route and paratransit services an asset.

Responsibilities

Manage the delivery of Niagara Transit fleet maintenance activities/services for conventional, specialized and on-demand fleet ensuring safety, quality and effectiveness. Collaborates with senior leadership in the development and implementation of initiatives designed to support the Transit Commission's strategic goals, including performance measures and service standards.

- Facilitates the development of strategic and operational plans, developing strategies to address risks and mitigation for Senior Leadership Teams.
- Forecasts short, medium and long-term operational needs, undertaking performance measurement, outcome measurement and comparative analyses, and providing insight on gap analysis for long-term strategic planning.
- Leads the promotion of process and priorities alignment, streamlining and focusing on increasing and improving analysis, and developing key metrics for assessing organizational performance.
- Translates available data and analysis into relevant and timely messages for use in internal and external communications.
- Ensures best practice, performance-based, client-centered service delivery models are designed and implemented to enhance and improve services on a continuous basis, applying organizational/business process improvement methodologies, quality management methodologies, measures and key business indicators and lean methodology.
- Conducts regular service delivery reviews of progress made towards goals and objectives, ensuring standards and methods exist for improved coordination, consolidation, standardization and re-engineering of operational processes.
- Collaborate with internal partners to ensure appropriate running, recovery time and transit system integration.
- Develop innovative service strategies to address various levels of transit and facility servicing demands are identified and resolved appropriately.
- Develops, implements, and administers sound organizational performance and business consulting policies and practices to promote performance and business integration across the organization.
- Assigns staff to investigate customer complaints related to transit maintenance service delivery
- Manages incident and accident programs by collaborating with internal and external partners with incident and accident programs, including investigating serious incidents and collisions involving transit vehicles, and administering employee retraining and/or discipline as required.
- Manages Transit Fleet Operations and Capital budget, resources and activities.

- Supervise and participate in preparation, maintenance, revision and administration of contracts with service providers.
- Administers policies, procedures, operating rules and employee performance standards, to ensure safe, reliable and customer focused transit services are provided to the community.
- Participates in Collective Agreement negotiations and union grievance meetings, internal committees (i.e., Health & Safety). Maintains effective communication with Union representatives and staff.
- Chairs Cross-Operational staff meetings to address maintenance service delivery, scheduling, and security issues.
- Provides operational input into existing and proposed transit services to ensure vehicle maintenance supports operational business goals.
- Research and recommend purchasing of new equipment, materials and maintains an inventory of equipment, in consultation with Commission Leadership Team.
- Participate in transit advisory committee(s), providing input on transit & transportation studies. Advise other divisions/departments on current and projected transit issues to assist in strategic planning to provide service improvements and expansions.
- Prepare and/or assist in the preparation and/or delivery of reports, various types of correspondence and presentations to Commission Board, Standing and Advisory Committees, Stakeholder & Working Groups, other agencies and the general public related to transit services activities and programs.
- Serve as the key contact for local area municipalities, service providers and government agencies for all current and future service-related issues, including; route, fleet, facility, capital & operations planning.
- Develop processes and tools to increase efficiencies and improve the effectiveness of service delivery.
- Supervise field system monitoring, data collection/analysis; database maintenance and data analysis.
- Oversee the preparation of transit system performance documents.
- Develop and lead the management initiatives required to build/change the delivery of services via working teams, committees and external agencies/organizations.
- Recommend and manage consultant studies or work, as required.
- Participate in financial studies to determine availability of resources for funding current or new programs.
- Update policies for the provision of transit services and related maintenance activities.
- Consult with management and participate with Planning and Technical committees, land use planners and development specialists, to formulate strategic plans and directions and discuss overall intent of service programs.
- Keep abreast of pertinent legislations and regulations affecting transit operations.
- Identify trends and technological developments in the transit industry and assess their impact on general transit service delivery.
- Ensures community, customer and staff notification of potential for service disruption.
- Participates in the preparation & directs the dissemination of passenger information notices.

Responsible to undertake management & administration oversight related to the facility maintenance activities & Special Project functions in collaboration with Niagara Region shared services providers and in accordance with the level of service agreements.

- Prepares annual work planning and performance measurement in accordance with Commission business objectives and service level agreements

- Contributes to the shared services relationship by attending Niagara Region's Senior Management Team meetings as required
- Drives continuous improvement through standardizing processes, automating procedures and streamlining team accountabilities while ensuring Commission needs are met.
- In collaboration with the shared services partners, ensures compliance with facility maintenance procedures and internal best practices framework for new initiatives and continued facility maintenance activities.
- Review existing procedures of Niagara Region to identify and mitigate/correct control compliance and advises shared service partners shared services related policies and technical procedures required for the business operations.
- Assessment of reporting compliance, data integrity and internal controls across the widely diverse programs and operations, within a fully integrated enterprise-wide system.
- Is the key Commission partner to a cross functional team of Commission and shared services partners to ensure high quality and responsive facility maintenance systems are being implemented, assessing shared services delivery performance and making recommendations regarding shared services delivery improvements as required.
- Oversee and manage the monitoring and oversight of shared service or contractor provided transit service for quality and reliability of contract oversight procedures.
- Work with contractors to ensure compliance with all contractual obligations.

Monitors and ensures compliance of the municipal service operators to contract obligations.

- Oversee and manage the monitoring, observation and oversight of service or contractor provided transit fleet assets for quality and reliability.
- Develop and implement contract oversight procedures.
- Work with contractors to ensure compliance with all contractual obligations.
- Ensure adherence to applicable legislation and regulations pertaining to transit management and contracted procedures.

Contributes to people resource planning for the operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements. Ensures ongoing work quality and deliverability of results.

- Enables results with the organization's human capital strategy to foster employee engagement.
- Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved
- Ensures alignment and coordination of activity and quality of output between teams under their direction
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within the Transit Commission
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures to ensure a safe and healthy workplace.

Contributes to the development, management, and administration of the annual and multi-year Capital and Operating budgets for the operating unit to ensure support of the Commission's objectives, financial

transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Ensures goods and services are acquired in accordance with the procurement policy. Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures.

- Provides input to the General Manager for the Capital and Operating budgets of the Fleet Maintenance division. Advises the General Manager of any budget issues or recommendations throughout the year with respect to controlling costs
- Works collaboratively with Senior Leadership Team members to ensure asset management best practices are adopted
- Provides input into the design of construction proposals to be constructed by Niagara Region, area municipalities, utility agencies and private developers, ensuring construction is in accordance with operational requirements and specifications for annual fleet and facility maintenance contracts are completed for tender, and providing recommendations on tender awards.
- Directs the review and provision of long-term vehicle and equipment requirements, ensuring financial resources are budgeted, licensing and insurance is current, and infractions, accidents are reported and required repairs managed
- Ensures all activities connected with the replacement, maintenance, repair and assignment of vehicles in the Transit Fleet, fueling operations are carried out in a compliant, effective and efficient manner. Negotiates cost sharing arrangements with provincial ministries, Municipalities, Railroad companies, contractors, etc., regarding work sharing, facility and/or equipment sharing.
- Liaises with suppliers with concerns on items or improvements to the product
- Analyses and identifies opportunities for improvement in processes, procedures and technological enhancements to the Service

Perform other related duties and responsibilities as assigned or required.

Special Requirements

- Transit Commission staff strive to enable the strategic priorities of the Commission and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.
- May be required to support emergency operations under the incident management structure, at the direction of the Commission's Emergency Operations Centre Director
- Participate on Joint Occupational Health & Safety Committee and Labour/Management Committee
- Must maintain ability to travel in a timely manner to other offices, work locations or sites as authorized by the Corporation for business reasons.
- In accordance with the Corporate Criminal Record Check Policy, this position requires the incumbent to undergo a Criminal Records check and submit a Canadian Police Clearance certificate.

Working Conditions

- Majority of the time spent in typical office conditions with occasional time spent inspecting facilities
- Occasional business travel to inspect facilities and equipment requiring occasional climbing, lifting with potential exposure to hazardous chemicals during spill conditions.

- Occasional exposure to irate, angry and upset individuals
- Comply with the Occupational Health and Safety Act and the policies, procedures and practices developed by the Transit Commission. Performs work in a safe and healthy manner, and takes an active role in protecting and promoting health and safety at work and ensuring timely reporting of any observed health and safety hazards or lapses in the functioning of any health and safety measure or procedure