

## General Supervisor, Transit Scheduling & Shift Design Job Number: 49617

At the City of Edmonton, City Operations, the long-term success of our business is developed by the actions of exceptional leaders who are personally accountable, that build respectful workplaces and capacity within their team, and those that create results for Edmontonians.

Reporting to the Director of Transit Service Development, the General Supervisor Of Transit Scheduling & Shift Design is accountable for producing accurate and efficient vehicle schedules and operator shifts for five major sign-up periods annually and developing analytical tools to support transit system improvements.

The General Supervisor of Transit Scheduling & Shift Design supervises the activities of a team of eight (8) Schedulers/Shift Designers and one (1) Scheduling Assistant.

With a focus on the [City of Edmonton's Cultural Commitments](#) to Safe, Helpful, Accountable, Integrated and Excellent, you will:

- Provide leadership, direction and support to the Scheduling & Shift Design team
- Lead the team to design and produce operating schedules using HASTUS software for all transit routes provided by Edmonton Transit based on service plans for five major sign-ups per year
- Identify and prioritize improvements to transit service using evidence-based research (grounded in-transit data analytics), with a focus on improving the reliability of the network and maintaining quality service for customers
- Ensure efficient and accurate shift design, running board preparation, route map development and operator shift sign-up support
- Develop schedules and shifts that ensure cost-effectiveness for transit operations
- Collaborate with the Manager of Planning to manage the most efficient and effective deployment of Edmonton Transit Service resources, including fleet utilization and operator time
- Develop the capacity and manage the performance of the Scheduling & Shift Design team through competency-based recruitment, professional development activities, performance evaluation, mentoring and coaching
- Lead and create a positive work environment providing recognition and support while promoting health, safety and wellness in the workplace
- Contribute to the Transit Service Development leadership team by supporting business planning, work process improvements and effective communication
- Share information and gather feedback through internal committees and relationships and work collaboratively to develop solutions
- Stay abreast of industry best practice and technology capability

### Qualifications:

- Completion of a Diploma or University Degree in Business Administration, Commerce, Computer Programming or a related discipline
- Minimum of 5 years of public transit-related experience including:
- Experience working as a supervisor in a unionized environment
- Experience directly managing a team
- Experience working with collective agreements
- Experience in transit scheduling/shift design with a thorough understanding of bus operations, scheduling software, customer experience and collective agreements
- Knowledge of effective transit practices operating in a large municipality within a unionized environment
- Demonstrated working knowledge of computer applications is required. Proficient in Microsoft Word and Excel is required
- Ability to build and develop strategic and collaborative partnerships with a variety of partners and stakeholders
- A strategically agile leader able to anticipate business opportunities and influence enterprise-wide policy, planning and initiatives
- Effective communication and interpersonal skills and able to deal effectively with situations of conflict and criticism
- Excellent negotiation and problem-solving skills
- Superior leadership and human resource management skills including performance development
- Ability to anticipate, assess and readily adapt to changing priorities, maintain resilience in times of uncertainty and effectively work and lead in a changing environment
- Ability to work with a high degree of independent judgment
- Excellent listening, facilitation, presentation skills
- Demonstrated organizational and time management skills with demonstrated ability to prioritize and coordinate work to a deadline and tight timelines
- Demonstrated ability to achieve results in the context of a respectful, inclusive and service-minded style
- 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](http://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](http://edmonton.ca/our-culture)
- Applicants may be tested

### Assets:

- A Certificate Program in Supervision/Leadership/Management from an approved post-secondary institute, supplemented by courses in human behaviour, personnel management and system analysis, mathematics, or business processes/shift design/scheduling
- Familiarity with HASTUS or Trapeze scheduling software

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 value applicants with a diverse range of skills, experiences and competencies, and encourage you to apply. To learn more, see the Art of Inclusion: Our Diversity and Inclusion Framework here: <https://bit.ly/3hd2d95>

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)

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 by the review there may be changes to certain aspects of the position. Candidates will be notified accordingly of any changes.

***This posting is for 1 permanent full-time position.***

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

**Hours of Work:** 36.9 hours per week

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

**Talent Acquisition Consultant:** IS/MZ

**Classification Title:** ML2 - Transportation

**Posting Date:** May 1, 2024

**Closing Date:** May 15, 2024 11:59:00 PM (MDT)

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

**Union :** Management

**Department:** Edmonton Transit Service

**Work Location(s):** 15th Floor Edmonton Tower, 10111 104 Avenue Edmonton T5J 0J4