

### About the City of Hamilton

Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometres of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully. **#BeTheReason**

## JOB POSTING

**JOB ID #: 30287**

### **Manager - Transit Strategic Planning**

Public Works / Transit

Mountain Transit Centre (2200 Upper James Street)

**NUMBER OF VACANCIES:** 1

**UNION/NON-UNION:** Non Union Mgmt Professional

**HOURS Of WORK:** 35

**GRADE:** 8

**SALARY/HOUR:** \$65.682 - \$82.101 per hour

*Note: See appropriate Collective Agreement or the Non Union Salary Range for details.*

**STATUS/LENGTH:** Full-Time Permanent

**JOB DESCRIPTION ID #:** A14194

## **SUMMARY OF DUTIES**

Reporting to the Director of Transit, the Manager of Transit Strategic Planning will supervise a multidisciplinary team with the objective of planning transit services that ensure that the City of Hamilton's transit system is viable, sustainable and meets the City's growth needs and strategic vision for multimodal transportation.

Responsible for leadership of a skilled technical team (Senior Project Managers, Project Managers, Technicians) by providing creative leadership, technical direction, and expertise to staff with an advanced understanding of transit planning theories and real-world applications, and a primary focus on service planning that incorporates a variety of service models and options.

Responsible for overseeing the strategic design and implementation planning of the transit network through the development of efficient, effective and innovative transit approaches, annual service reviews, and best practices so the Transit Division can achieve mode share targets as outlined in the City's Transportation Master Plan.

Responsible for ensuring that service design is integratable with other modes and supports regional transportation objectives and goals, acting as a liaison and divisional representative on local and regional project working groups and technical advisory committees.

Responsible for providing direction and support in delivering long term transit infrastructure Capital investment projects and programs, through policy and capital budget development, identifying and recommending funding sources, and funding program administration, to support the City's Development, Transportation, and Official Plans.

Works closely with other City departments, notably Economic Development and Light Rail Transit, to enhance city-building activities on a multi-year horizon and in keeping with the City's strategic plans.

Measures success of team performance and adjusts accordingly based on key performance measures and data analytics.

Accountable to generate, analyse and make recommendations on the Section's service; financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Promotes the value of public transit through interactions with stakeholders, both internal and external.

## **RESPONSIBILITIES**

The Manager of Transit Strategic Planning is accountable to the Director of Transit for ensuring that transit activities are consistent with the City of Hamilton mission and vision and aligned with Transit's strategic direction.

## **GENERAL DUTIES**

Creates the department budget with input from direct reports.

Designs annual workplan for department and gives direction and provides oversight to direct reports related to service planning to enhance the customer experience, promote employee engagement, and facilitate efficient operations and excellence in service delivery.

Researches and recommends innovative transit methodologies for continuous improvement. Assesses and analyses existing system performance to optimize resources.

Ensures that the terms of the Collective Agreement are adhered to and fosters positive labor relations.

During planned absences, may provide back-up for the Manager of Transit Scheduling and Infrastructure, and/or Director of Transit. Attends meetings on their behalf as requested and liaises with other Divisional staff.

Managerial duties will include coaching, training, supporting, and disciplining direct reports through performance management, including absenteeism, conducting performance appraisals in a standardized manner (PAD's), and recommending professional development and training opportunities for career development.

In conjunction with their direct reports, ensures appropriate balance of workload and sufficient resource availability, making recommendations to the Director of Transit where deficiencies are identified.

Prepares written reports for Council and other internal and external groups. Creates reports including data analysis and formation and testing of alternative solutions. Makes recommendations based on professional experience and data analytics.

Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies, and procedures.

Develops sectional standard operating procedures ensuring staff work in compliance to them.

Promotes teamwork and integration within Transit, with other Divisions, Departments and other parties participating in cross-functional and cross-program initiatives.

Participates as required in discussions and presentations on relevant issues to Council, agencies, and the public. Attends various Committee/Council and public meetings as required.

Prepares or reviews as required, technical reports arising out of this area of responsibility for presentation to various committees of the City.

Liaises with other sections in the Division and must understand impacts of planning decisions on other work units. Liaises with other Public Works staff and City staff as appropriate.

Meets with Union representatives to discuss recommendations planning-related matters.

Develops and empowers staff through delegation of responsibilities and accountabilities through regular feedback, and by providing development opportunities and technical direction.

Monitors the operations and projects within the Section to ensure safety, service quality, cost effective and timely delivery of services, and appropriate legislative compliance. Establishes quality assurance and continuous improvement programs.

Performs other duties as assigned which are directly related to the responsibilities of the position.

## QUALIFICATIONS

1. The requirements for this position would normally be acquired through a bachelor's degree or college diploma in a related field (e.g., geography, planning, transportation planning, environmental studies, GIS) or relevant work experience equivalency.
2. Knowledge of concepts and issues related to transit planning, scheduling, and operations, normally acquired through a bachelor's degree or college diploma in a related field (e.g., geography, planning, transportation planning, environmental studies) or relevant work experience equivalency, plus transit-specific training and skill in scheduling, runcutting, and rostering, normally acquired through related scheduling experience, and training offered by the Canadian Urban Transit Association (CUTA).
3. Considerable experience required, preferably 5 – 7 years of demonstrated transit experience, in the fields of strategy planning, scheduling, or infrastructure planning during which the regular use of transit software (e.g. Trapeze) is required.
4. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and be results oriented.
5. Demonstrated management experience with a strong track record of managing employee relations coupled with demonstrated management training/education.
6. Demonstrated ability to comply with policies, procedure, collective agreements, and related legislation (e.g., employment standards, Highway Traffic Act, Ontarians with Disabilities Act)
7. Demonstrated knowledge of divisional and standard industry practices related to the creation of transit operator work assignments in a unionized environment.
8. Research, math, organizational, problem-solving, and analytical skills to collect, analyse and interpret information regarding the operational feasibility and costs of changes to transit schedules, routes, and operator work rules and conditions; balance variables/considerations to develop scheduling solutions; and perform calculations, accounting, and budgeting.
9. Highly effective leadership, facilitation, presentation, interpersonal and organizational skills. Strong verbal and written communication skills. Excellent presentation, analytical, organizational, report writing, and interpersonal skills to communicate effectively with all levels of City staff, external consultants, and suppliers.
10. Possesses a high level of personal integrity and is an excellent communicator.
11. Ability to deal effectively and tactfully with elected officials, representatives of other levels of government, management, peers, staff, and the public. Previous experience working in a highly legislated environment.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
13. Advance knowledge of computer software applications, Microsoft Outlook, Word, Excel, Powerpoint, CAD and AVL Systems is required.
14. Must possess a valid class "G" Ontario Driver's Licence and a point-free driving record and/or a record found to be satisfactory to the City of Hamilton. Must be able to obtain or already possess a class "CZ" license.

*Disclaimer:*

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

*Terms:*

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.

We invite you to visit the departmental webpage to obtain further information on the culture and business of this department.

The incumbent shall comply with all Health and Safety Policies and Practices for this position and the workplace.

It is the responsibility of the applicants to ensure that their application reaches Human Resources by the closing date or they may not be considered. It is also the responsibility of applicants to supply qualifications, licences and related experience relevant to the qualifications outlined above for this competition as directed. On the basis of the criteria set out above, this posting is open to all applicants

The statements made by me are true, complete and correct to the best of my knowledge. I understand that any falsification of statements, misrepresentations, deliberate omission or concealment of information may be considered just cause for discipline, up to and including termination for internal applicants and disqualification for external applicants.

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**Please apply on or before:** Wednesday, July 17, 2024 at 4:00pm at [www.hamilton.ca/careers](http://www.hamilton.ca/careers) and reference Job ID: 30287.