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OPPORTUNITY PROFILE CHIEF OPERATING OFFICER



the right people

BC TRANSIT | VICE PRESIDENT, OPERATIONS & COO

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THE ORGANIZATION BC TRANSIT

BC Transit is British Columbia's provincial transit authority and is responsible for coordinating the delivery of public transportation throughout the province (outside of the Metro Vancouver region serviced by Translink). Providing services to over 130 communities in collaboration with local government partners, including the Victoria Regional Transit Commission and regional hospital districts, BC Transit owns and operates a fleet of more than 1,200 fully-accessible buses and transports 57 million passengers annually across approximately 80 transit systems. BC Transit is focused on continually driving towards a low carbon strategy by regularly monitoring and reducing emissions on its older buses .

BC Transit has a mandate to maximize the efficient and cost effective use of resources in the provision of safe, innovative and customer-oriented services to meet present and evolving stakeholder demands. Through the strength of its people and partners, BC Transit provides safe, effective, and efficient customer-focused transportation solutions—its vision is to be *your best transportation solution*.

This is a pivotal moment in BC Transit's evolution, with federal and provincial support to assist in the sector's transformation from "buses on the road" to a diversified set of transportation services and infrastructure.

To learn more, please visit BC Transit's [website](#).

THE OPPORTUNITY

VICE PRESIDENT, OPERATIONS AND COO

Guided by the organizational Vision of being *Your best transportation solution* and Mission of *Delivering transportation services you can rely on*, the Vice President and Chief Operating Officer (COO) reports to the CEO and is a key contributor to the Senior Leadership Team. The COO is responsible for leading and managing the delivery of conventional, custom and para transit services to communities throughout BC, outside the Greater Vancouver regions, while planning and executing on strategies and furthering the strategic corporate agenda for BC Transit.



The COO provides leadership and direction to the Operations Division, applying strategic thinking and results orientated leadership to ensure that the business plan objectives are achieved, and that the division is successful in meeting the targets of its business objectives. The COO provides leadership in resource management and in mentoring, coaching, and developing a management team to deliver safe and reliable Transit services. This is achieved through a team of approximately 900 transit professionals in Victoria and partnerships with local governments and private sector operators throughout BC. Relationship-building is key in working with diverse internal and external stakeholder groups, as the COO develops service standards according to the needs of customers and within the realm of government policies and available resources. As a member of the organization's executive team, the COO shares responsibility for policy development, planning, and implementation of cross-division initiatives, and contributes to achieving the corporate goals of government. Representing the division and the province on various committees, task forces, and teams, the COO provides input on program initiatives as required.



This is an outstanding opportunity for a progressive, values-based operations executive to take a dynamic, complex organization to the next level. With an ongoing initiatives focused on electrification and automation; challenges with human resources, maintenance, and procurement; coupled with increased service demands from the broader public, it is a time of sustained transformation in the transit sector. The COO should serve as a mature and calming presence in the “eye of the storm”, balancing day-to-day contingencies with longer term initiatives. With a cohesive and supportive executive team, and an engaged operations division, the COO role will provide a meaningful challenge for leaders aligned with BC Transit’s important mission, addressing key issues such as climate change, affordability, and making lasting impacts in communities across the Province.

Accountabilities

- Leads and manages the Operations division to deliver safe and reliable Transit in Victoria and 57 Transit Systems throughout British Columbia;
- Provides support and executive direction to the General Manager and leadership team of the Victoria Regional Transit System:
 - ◇ Develop short, medium and long term operational plans to deliver transit service and build operational capacity to grow transit in the Victoria region;
 - ◇ Ensure metrics, targets and processes are in place to delivery reliable and safe transit services;



- ◊ Develop and manage multi-year budgets;
- ◊ Accountable for the strategy and execution of the collective bargaining process with two unions representing the maintenance, operations staff;
- Provides executive guidance and direction to the Regional Operations team that oversee the administration of transit services throughout the province, such as:
 - ◊ Administering service agreements for transit operations in the municipal systems;
 - ◊ Negotiating and administering annual operating agreements with contracted private sector transit operators;
 - ◊ Develop and manage multi-year budgets;
 - ◊ Addressing operational issues and concerns with contracted private sector operators and local governments;
 - ◊ Develop operational plans to drive improvement for Conventional, Para and Custom transit operations;
- Executive accountable for safety within BC Transit:
 - ◊ Ensures continuous improvement in the Safety Management System, supporting safety processes and promoting a safety culture;



- ◇ Provides executive support to the Safety and Standards team responsible for safety, security, operational standards and training across all transit systems;
 - ◇ Oversees the Corporate Emergency Operational Centre; initiates emergency protocols and oversees operations during emergencies (floods, wildfires, earthquakes, etc.)
- Provides leadership and supports the CEO on major initiatives as part of the strategic plan of BC Transit;
 - Represents the division and the company on various steering committees to provide input and perspectives on strategic projects and initiatives;
 - Develops and implements the division's strategy and goals in support of the goals of the organization while linking the work of the division to the work of other divisions;
 - Manages the division's fiscal and human resources to ensure the effective use of resources in meeting business goals & objectives;
 - Develops and maintains partnerships with local governments and private sector operators in the delivery of Transit throughout the Province;
 - Develops and maintains effective, open and consultative relationships with stakeholders; and
 - Participates as an executive team member providing executive leadership within the organization and furthering the strategic corporate agenda for BC Transit.

THE PERSON

The COO should be a visionary leader, well experienced with the complexities of operational management and transformation in a complex organization, as well as a trusted advisor who informs key initiatives and enables sound decision-making. Possessing an inclusive and collaborative leadership style, they build engagement with staff, partners, community members, and the public at large, leveraging the considerable strength that exists across the organization. The COO should be agile, curious, and decisive, and possess sufficient business acumen and political savvy to help BC Transit realize its ambitious transformation agenda. The COO should provide steady leadership and maturity in a dynamic environment, and calm decision-making and trust during emergencies (floods, wildfires, strikes, etc.).



Required Qualifications

- University degree in a related discipline, a post graduate degree is preferable, augmented by at least 10 years progressively more senior experience at the executive level;
- Extensive related senior management experience with proven success as a leader, formulating strategy & policies, directing diverse programs to achieve results;
- Experience with emergency management or running a Corporate Emergency Operational Centre;



- In-depth knowledge and experience leading complex organization and contracted operations in the transportation sector or other related industry;
- Proven experience leveraging performance management systems to manage operations and drive continuous improvement;
- Demonstrated ability to communicate effectively and collaborate strategically with a wide variety of stakeholders and balance the needs and interests of these diverse groups;
- Exceptional verbal, written, listening and interpersonal communication skills;
- Demonstrated ability to take a strategic approach for innovation and to find creative solutions to issues;
- Proven ability as a team leader with a commitment to create, support and sustain an environment that enables staff to achieve results and to develop and build organizational capacity for the future;
- Experience in effectively managing significant fiscal and human resources;
- Strong project management and organizational abilities, including the ability to manage a number of complex issues while still delivering results;
- Proactive problem solving and decision making abilities; and
- Encourages new approaches and questions existing ones to ensure the most efficient and effective outcomes are achieved.



Core Competencies

Collaboration - Works cooperatively with others, inside and outside the organization, to accomplish objectives to build and maintain mutually beneficial partnerships, leverage information, and achieve results.

Customer Service - Demonstrates a commitment to public service, serves and satisfies internal and external customers, holds themselves accountable for quality outcomes.

Leadership - Assumes responsibility for establishing clear team vision, goals and objectives; supports and motivates the delivery of high performance; enables direct reports in capacity and career development.

Decision Making - Obtains information; identifies key issues and implications to make informed, objective decisions.

External and Organizational Awareness - Identifies and understands how internal and external issues (e.g. economic, political, social trends) impact the work of BC Transit.

Professional Integrity - Displays and promotes conduct and behaviours consistent with BC Transit's standards.

Interpersonal Relationships - Develops and maintains effective relationships with others, relates well to people from varied backgrounds and in different situations, show understanding, courtesy, tact, empathy and politeness.

Occupational Health & Safety Knowledge - Applies knowledge of OH&S principles and practices at BC Transit and the transportation industry.

Change Leadership - Takes responsibility for leading, directing and managing organizational change.

Communication - Utilizes strong verbal and written skills to communicate to diverse audiences; communicates respectfully, clearly and accurately in a timely manner; recognizes and responds to cultural differences; listens actively and asks questions to understand viewpoints of others.



COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. The salary range is \$224,800-\$250,500 (\$237,700 midpoint). Further details will be discussed in an interview.

FOR INFORMATION PLEASE CONTACT:

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