

At the City of Brampton, our focus is people. From our employees to the community we serve, people are at the centre of everything we do. Our city is a living Mosaic made up of 250 cultures and 171 spoken languages. Recognized by **Forbes** as one of Canada's top employers and **Maclean's** best communities in Canada, the City of Brampton is a dynamic and innovative place to work and experience. We want you to join us in serving our diverse community with pride and passion.

Our Focus Is People ●●●●●



JOB TITLE: Manager, Service Development

DEPARTMENT: Transit

POSTING NUMBER: 106381

NUMBER OF POSITIONS: 1

JOB STATUS & DURATION: Full Time Permanent

HOURS OF WORK: 35 hour workweek

LOCATION: Hybrid Model*– when working onsite, you will report to the location of Transit Clark.

SALARY GRADE: 8

HIRING SALARY RANGE: \$125,264.00 - \$140,922.00 per annum

MAXIMUM OF SALARY RANGE: \$156,580.00 per annum

JOB TYPE: Management and Administration

POSTING DATE: October 2, 2024

CLOSING DATE: October 13, 2024

AREA OF RESPONSIBILITY:

Under the general direction of the Director of Transit Development, the Manager of Service Development is responsible for strategic leadership, direction, planning, and policy formation for Transit service development functions including service planning, scheduling, and on-street infrastructure. This includes taking a lead role in the planning and design of Brampton Transit's services, and supporting the development of longer-term transit plans within the City of Brampton and inter-regionally.

Service Planning & Infrastructure

- Developing service planning policies and standards, and continually monitoring and improving service based on these standards.
- Initiating and leading system planning studies to improve the efficiency and cost-effectiveness of transit services, and developing service strategies involving new types of service, operating approaches, and technologies.
- Assist in the development of Brampton Transit's annual service budget, allocating Brampton Transit service resources to maximize transit ridership and revenue within Brampton Transit's financial and political constraints, and monitoring adherence to the budget.
- Support the development of Brampton Transit's 5-Year Business Plan that supports vision of the City of Brampton through the Strategic Plan, Official Plan and Transportation Master Plan.
- Reviews and provides feedback on all City, Regional and Provincial plans that may impact on any current or future conventional and rapid transit initiatives.
- Ensures that land-use development proposals and policies are compatible with providing convenient and attractive transit service and reliable and safe transit operations.
- Provide leadership and direction for the on-street transit capital infrastructure and related projects including terminals, shelters and bus stops.

Scheduling & Data Management

- Effectively manage the transit services scheduling process to ensure route and schedule changes are accurate and completed in an efficient manner to meet operational and budget requirements and to maintain a high level of on-time performance.
- Establishes data for tracking service and scheduling, as it relates to service hours and ridership for future planning and statistical analysis.
- Manage the design and sign-up of operator work assignments, design and distribute printed and electronic information and related customer and employee communications.
- Communicate with the Union Executive and ensure the stringent requirements outlined in the collective agreement are complied with. Ensures that an optimal balance between contract compliance, on-street operability and cost is maintained.

Staff Management

- Provide direction and guidance to Service Development staff and outside consultants or vendors who provide project support and services for service development.
- Establish performance objectives and work assignments, and motivate staff through coaching and guidance.
- Provide technical service development expertise to assist in decision-making at lower levels.
- Responsible for adherence to internal policies and procedures, i.e. Human Resources practices, collective agreements and applicable legislative regulations, i.e. Health and Safety practices.
- Provides guidance and support to staff to ensure they are successful; ensures staff development reflects the business requirements of the organization.
- Assist supervisors with escalated performance management concerns, completes the performance appraisal cycle and makes recommendations regarding promotions, demotions and terminations.
- Ensures staff needs for training and development are met.
- Participates in Recruiting when required.
- Support staff in the project management of new systems and projects.

Operational Excellence

- Participate in strategic planning and direction of the Section.
- Assume responsibility for the current and capital budgets for the section and present to the Director for review and approval.
- Develop plans and policies for route planning and scheduling and the overall transit program. Make recommendations to the Director on project priorities, means of resourcing and related cost implications.
- Respond to issues and queries raised by Council as channelled through the Director.
- Responsible for the establishment, maintenance and monitoring of quality assurance and continuous improvement programs.
- Maintaining effective communications, as required, with Commissioners, municipal councillors, citizens groups and other planning agencies in the GTA, and effectively communicating Brampton Transit services and initiatives in public forums.
- Liaise with other levels of government, approval agencies, external consultants, contractors, general public and other stakeholders.
- Responsible for the establishment, maintenance and monitoring of quality assurance and continuous improvement programs.

SELECTION CRITERIA:

EDUCATION:

- Post-secondary degree/diploma in urban planning, transportation, civil engineering or related field

REQUIRED EXPERIENCE:

- 5 – 7 years experience in public transportation services or planning
- Minimum of 3 years experience in the transit industry
- Leadership experience in a unionized environment, with specific experience in transit scheduling and service planning.

OTHER SKILLS AND ASSETS:

- Computer proficiency in Microsoft Office and database configurations
- Experience in writing analytical reports/studies with ability to identify problems, analyze and interpret complex data.
- Well-developed team leadership, supervisory, conflict resolution and negotiation skills.
- Knowledge of provincial and federal regulations related to transit services
- Excellent report writing and English speaking language, public speaking experience an asset.

***Various tests and/or exams may be administered as part of the selection criteria.*

Interview: Our recruitment process may be completed with video conference technology.

As part of the corporation's Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available. *Our Hybrid Model is subject to change.

If this opportunity matches your interest and experience, please apply online by clicking the button above OR at: www.brampton.ca/employment quoting **reference #106381 by October 13, 2024** and complete the attached questionnaire. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

As part of the application process, applicants will be invited to complete a self-identification survey. The survey is voluntary. Participation in the survey will have no impact on hiring decisions. Should you wish to opt out of completing the survey, please select "prefer not to answer" as a response to each question. All information collected is confidential and will not be shared with the hiring manager. The surveys will be anonymized and will be kept separate from applicant or employee files, such that the individuals who completed the surveys will not be identifiable. The results of the survey will assist in the analysis of disaggregated metrics for organizational planning purposes and our commitment to advance and foster diversity, equity, and inclusion. The City may use anonymized data to produce aggregate reports for internal or external use.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant's responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.

If you would like to request content in an alternate format, please contact the Accessibility office by submitting a new [Alternate Format Request](#).



The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accommodations at any point during the application and hiring process, please contact TalentAcquisition@brampton.ca or 905.874.2150 with your accommodation needs, quoting the job opening ID#, job title. Any information received relating to accommodation will be addressed confidentially.

