## Manager of Transit Operations

## Why Guelph?

## When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph’s vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

* Paid vacation days, increasing with years of service
* Paid personal days;
* Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
* Extended health and dental benefits, including Health Care Spending Account;
* Employee and Family Assistance Program;
* Parental leave top up program;
* Learning and development opportunities including tuition assistance
* Employee recognition programs.

## Position overview

Resumes are being accepted for the position of Manager of Transit Operations. Reporting to the General Manager of Guelph Transit, the Manager of Transit Operations will be responsible for the overall management of the day-to-day operations and continuous improvements of Guelph Transit’s daily operations. With a growing ridership of over seven million passenger trips, our customers are choosing Guelph Transit as their preferred mode of transportation. The successful candidate will bring to this role, leading edge operational and management experience to ensure Guelph Transit continues to provide an enhanced level of service delivery.

## Key duties and responsibilities

**Transit Operations**

* Manage the safe and efficient daily operations of Guelph Transit’s conventional, on-demand, mobility services and micro-transit options.
* Ensure that supervisory practices, protocols and standard operating procedures are consistent with Collective Agreements, health and safety practices, employment standards and other related legislative regulations and corporate practices as required.
* Oversee Occupational Health & Safety, WHMIS and other workplace regulatory programs and regulations.
* Support Facility Maintenance of 170 Watson Road as it relates to transit operations, including Guelph Central Station, and other transit related assets and maintenance contracts.
* Manage Guelph Transit’s efforts in the recruitment process of new Operators and Route Supervisors towards meeting our workforce levels and approved multi-year budgets.
* Oversee the development and implementation of all employee training programs, recertification programs and upgrades for all uniformed supervisory staff, full-time and extra-board transit operators
* Ensure all training programs are consistent with the mission, core values, goals and strategies of the Corporation and Ministry requirements/regulations.
* Foster positive relationships with the Transit Fleet Department to ensure that transit vehicles are properly maintained, and the required number of vehicles are available.
* Develop and maintain positive working relationships with union and non-union employees.
* Proactively manage, interpret, and apply articles and terms as outlined within the Collective Agreement and effectively managing the grievance process.
* Monitor Key Performance Indicators (KPI’s) related to transit operations and develop thought processes towards corrective actions and compliance levels.
* Ensure that Standard Operating Procedures (SOP’s) are current, updated, and maintained towards effectively managing transit operations.
* Work towards providing succession planning opportunities for all employees within your area of responsibility.
* Work cooperatively with the Transit Planning and Scheduling department towards the successful rollout of our Future Ready Transit Plan strategy.
* Provide input into the development of transit routes and/or service level changes.
* Support the General Manager in development and analysis of service delivery issues and in the preparation of documents and reports for City Council, Transit Advisory Committee TAC and other relevant committees.
* Ensure ongoing compliance to AODA (Accessibility for Ontarians with Disabilities Act) customer service and transportation standards.
* Follow up with Operators, Route Supervisors, customers and the public on complaints related to transit operations.
* Represent Guelph Transit at conferences and in meetings with external agencies such as the Canadian Urban Transit Association (CUTA), Ontario Public Transit Association (OPTA), Ministry of Transportation and Ministry of Labour.

**Financial**

* Support the development of capital and operating budgets related to transit operations.
* Support the monitoring of capital and operating multi-year-budgets as it relates to your area of responsibility. Provide feedback and justifications on significant variances to operating and capital budgets.

**Leadership**

* Develop and foster a positive work environment that is inclusive, respectful and motivating for all staff.
* Manage the activities of Route Supervisors and Operators and provide coaching, direction and leadership in the planning and execution of service delivery.
* Prepare and monitor performance reviews, complete 15-Five check-ins, facilitate one-on-one discussion meetings, and performance development plans for Route Supervisors and other direct reports as needed.
* Participate as a key member of the Transit/Human Resources team in collective bargaining, negotiations, coaching, counselling and the discipline process as outlined in the collective agreement.
* Develop positive working relationships with the Transit Advisory Committee (TAC), the Transit Action Alliance Group (TAAG), and other internal or external organizations towards the success or Guelph Transit.

**Performance Measurement & Continuous Improvement**

* Produce key performance indicators (KPI’s), operating statistics and reports weekly/monthly as required.
* Monitor and analyse ridership data and initiate corrective actions towards meeting performance expectations. follow up on improvement processes with the Planning and Scheduling department.
* Review capabilities and capacity of various technologies to support transit operations and develop specifications as required to upgrade and/or acquire new hardware or software related to the needs of transit operations.
* Make recommendations to the General Manager for applications to support continuous improvement efforts and to position the department at the leading edge of operations planning and service delivery.
* Develop and maintain good working relationships with the transit management team.

**General**

* Backfill for the General Manager’s position as necessary
* Perform other related duties as assigned.

## Qualifications and requirements

* Completion of post-secondary education in Transportation, Labour Relations or a related discipline.
* Considerable experience in transit operations, accident investigations, and health and safety.
* Experience related to managing a unionized workforce and the administration of discipline as it relates to a collective agreement process.
* Experience in the preparation and monitoring of multi-year budgets.
* Superior leadership skills with a demonstrated ability to effectively manage and motivate staff in a unionized, politically sensitive environment.
* Experience in interpreting and applying complex articles and terms in Collective Bargaining Agreements including the effective management of the grievance process.
* Knowledge of the Highway Traffic Act, Occupational Health and Safety Act, Employment Standards Act and Accessibility for Ontarians with Disabilities Act.
* Excellent customer service skills with the ability to resolve customer inquiries/complaints in an effective manner.
* Analytical and organizational skills with the ability to manage multiple assignments in order to meet deadlines in a very demanding customer service focused environment.
* Excellent communications skills (both oral and written) with the ability to communicate with all levels of staff, stakeholders and the general public.
* Advanced skills in Microsoft Office (Word, Excel, PowerPoint and Outlook) and service delivery applications.
* Ability to analyse problems, identify alternatives and make recommendations in order to implement procedures and policies.
* Ability to maintain strict confidentiality.
* Knowledge in technology applications to support service delivery/operations (e.g. Trapeze, Vontas, Seon, Telematics and/or similar industry technologies).
* Candidates with an equivalent combination of education and experience will be considered.

## Hours of work

## Monday to Friday, typically between the hours of 8:00 a.m. and 4:00 p.m. Occasional evening and weekend work is required. Ability to respond to any emergency on-call situations.

## Pay/Salary

## Non-union Grade: 7: $102,488.30-$128,110.37

## How to apply

Qualified applicants are invited to apply using our **online** application system by **October 27, 2024.** Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Please visit the job posting listed on [our](https://guelph.ca/careers) City of Guelph [careers page](https://careers-guelph.icims.com/jobs/intro) and click on the “Apply for this job” button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.