



Join the City of Medicine Hat as a Superintendent - Transit Operations

Permanent, Full time, On Site

Are you a dedicated transit professional passionate about enhancing the efficiency, safety, and quality of public transportation services? Join the City of Medicine Hat as the Superintendent - Transit Operations, where you'll play a pivotal role in leading the day-to-day operations of our transit services, with an opportunity to expand your skills and experience into all areas of transit operations. This is an exciting opportunity for an experienced leader in the transportation industry to oversee a dedicated team, foster strong community relationships, and contribute to the seamless delivery of transit services to our community.

Your key responsibilities

- Oversee daily operations of conventional and special transit systems, including transit maintenance.
- Supervise and support Lead Hands, Transit Operators, and Service Workers, ensuring high standards in service delivery and safety.
- Manage driver shift sign-up, develop & adjust route schedules and ensure software systems (CAD/AVL, On-Demand, Fare System, GTFS) are up to date and functioning effectively.
- Collaborate with stakeholders, customers, and teams to evaluate service, implement feedback, and enhance customer experience.
- Enforce transit policies, conduct performance evaluations, and lead training programs to support a skilled, customer-focused workforce.
- Conduct and document accident/incident and Health and Safety investigations, ensure compliance with HSE standards, and contribute to policy development.
- Prepare financial and statistical reports, maintain records, and manage budgetary oversight to meet service objectives.
- Respond to customer inquiries, manage service disruptions, and communicate effectively with other City departments on transit-related matters.

What you bring

- Strong leadership and decision-making skills that inspire teamwork and accountability.
- Expertise in transit operations, safety standards, and accessibility practices, with a track record of improving service quality.
- Excellent communication and relationship-building skills to work effectively with stakeholders and foster a customer-centered environment.
- Advanced skills in business software for data analysis, reporting, and operational documentation.
- A strategic approach to planning, goal setting, and implementation, even in high-demand situations.

Qualifications

- Diploma in management, transportation, or a related field from a recognized institution.
- Minimum of 5 years' transit industry experience, including 3 years in a supervisory role.
- Valid Class 2 Alberta Driver's License with air brake endorsement and an acceptable driving record.
- Current Standard First Aid and CPR certifications.
- Equivalent combinations of education and experience may be considered.

Why join us?

- **Make a difference:** Contribute to the growth and development of our employees, fostering a culture of continuous learning and professional advancement.
- **Collaborative environment:** Work alongside passionate professionals dedicated to achieving excellence and driving positive change within the organization.
- **Career growth opportunities:** Access to ongoing training, development programs and advancement opportunities to support your professional growth and career aspirations.
- **Competitive benefits package:** Enjoy a comprehensive benefits package including competitive base salary, health, dental, retirement plans and more.
- **Competitive rate of pay:** Starting at \$80,773.00
- **Relocation available.**

How to apply

Qualified applicants are asked to apply using our **online** application system:

<https://medicinehat.prevueaps.ca/jobs/>