



Job title: Maintenance Manager  
Job ID: 20240811  
Location: Greater Vancouver  
Full/Part Time: Full-time  
Regular/Temporary: Regular

As the largest operating company in the integrated TransLink enterprise, Coast Mountain Bus Company (CMBC) operates a fleet of clean-fuel conventional and community shuttle buses, zero-emission trolley buses, and passenger ferry SeaBuses in Metro Vancouver, the largest single transit service area in Canada.

At CMBC, one of BC's Top Employers, we're committed to providing an innovative, healthy, and engaging workforce. This is reflected in our workforce of over 5,500 employees performing over 400 unique jobs, who are committed and empowered to deliver service that attracts nearly 1.1 million passengers daily and connects people, businesses, and communities in the Metro Vancouver region.

We have the important job of helping our passengers get to work, appointments, visiting with family and friends, and back again every day. Metro Vancouver relies on us, and we take that as a point of pride.

## **Responsibilities**

### **PRIMARY PURPOSE**

Manages the work of staff engaged in the repair, maintenance and servicing of fleet diesel buses and non-revenue vehicles, to provide a sufficient number of safe, roadworthy vehicles to meet the daily transit system requirements.

### **KEY ACCOUNTABILITIES**

Provides direction and leadership to the assigned Garage Maintenance functions, with responsibility for the hiring and termination decisions, training, motivation, and performance management of employees.

Manages, through Assistant Maintenance Managers, Supervisors and Charge hands, the activities of shops and service crews engaged in the repair, maintenance and servicing of fleet



buses and non-revenue vehicles. This includes vehicle inspections, brake relines, scheduled repairs, bad order repairs, in-frame diesel engine repairs, routine maintenance, transmission and differential repairs and replacements and component part repairs and replacements, vehicle body damage repairs, tire repairs and replacements, and the associated vehicle servicing (refueling, washing, sweeping, etc.). Maximizes Warranty recoveries.

Ensures that safe work practices are maintained, and that staff are aware of Work-Safe BC, WHMIS and other safety regulations.

Prepares budgets, work plan, staffing and equipment submissions for review and approval by the Director of Fleet Maintenance. Provides monthly workload and budget variance reports, quarterly forecasting and resolves external invoicing discrepancies. Develops business cases for capital projects related to Garage functions and equipment. Recommends upgrading and purchases of new assets related to Garage functions. Assists in the development and delivery of operational metrics and key performance indicators required to measure business performance and recommends go-forward strategy to address performance gaps.

Ensures that a sufficient number of safe, roadworthy vehicles to meet the daily system service requirements; develops and adjusts daily maintenance and repair schedules to ensure system service requirements are maintained; dispatches roadside repair crews to bus breakdowns.

Creates and implements continuous improvement plans including the investigating and resolving of repetitive maintenance and repair problems by analysing vehicle history, troubleshooting possible causes, discussing findings with manufacturers and Fleet Technical Support, and implementing solutions. Resolves various problems experienced with the commissioning and operation of new vehicles.

Performs analysis of Fleet through EAM and Data warehouse reports. Provides recommendations regarding the frequency and scope of repairs to maximize the efficiency of maintenance and the reliability of the fleet. Monitors fleet campaign progress and ensures resources are available and allocated to complete this work.

Manages reporting staff, including hiring and termination decisions, development, coaching, managing performance, assigning/reviewing work, and all other people management practices. Manages relationships with Unions, Internal Stakeholders (Operations, Fleet Technical Support, etc) and External Vendors to proactively resolve issues. Attends various Union/Management meetings.

Implements corporate initiatives and policies.



## **Qualifications**

### **EDUCATION and EXPERIENCE**

Qualification in Mechanical or Electrical trades or a degree in a related mechanical field.

Requires a minimum of seven (7) years previous experience in progressively responsible positions relating to Fleet maintenance, which include managerial / supervisory experience, commercial vehicle servicing and a general knowledge of all aspects of drivetrain repairs, inspections, and body repairs.

### **OTHER REQUIREMENTS:**

Courses in supervisory techniques, management principles and labour relations would be preferred.

Expert knowledge of the principles, theories, concepts, and practices of Vehicle Maintenance.

Excellent communication both written and oral.

Advanced planning and organizational skills.

Advanced teamwork and interpersonal skills, including negotiations and conflict resolution skills.

Advanced analytical thinking and problem-solving skills.

Advanced leadership skills to provide coaching, team building, and development and performance management to manage a substantial group of direct and non-direct reporting staff.

Solid computer skills in standard office tools including word processing and spreadsheet software and use of web-based systems.

## **Other Information**



Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process. A standard interview format will be used including general, scenario and behavioural descriptive interview questions.

### **Work Schedule**

37.5 hours per week.

### **Work Designation**

Resident – This position works predominately on-site.

### **Rate of Pay**

Salary \$107,200 - \$160,800 per annum (Actual salary offered will be commensurate with education, experience and internal parity).

The Total Compensation Package includes Extended Health, Dental, Transit Pass and enrollment in the Public Service Pension Plan. Focus on your development through tuition reimbursement, training, and mentorship programs. Enjoy a variety of health and wellness programs, including access to gym facilities. Speak to us to know more about what we offer.

### **How to Apply**

Please click the 'Apply' button at the top right corner or go to <https://www.translink.ca/About-Us/Careers.aspx> to apply for this position and view instructions on the process.

**INSTRUCTIONS:** Please save your (1) cover letter, and your (2) resume as one pdf document prior to uploading your application on-line.

Posting Date: December 4, 2024

Closing Date: Open until filled

Please note that only those short listed will be contacted.



Having trouble applying? Please view the System Requirements & FAQ's by going to <http://www.translink.ca/careers>.

### **Equal Employment Opportunity**

Coast Mountain Bus Company is committed to employment equity and building a diverse workforce, representative of the customers we serve and the many communities in the Metro Vancouver region. We welcome and encourage Indigenous applicants, people of colour, all genders, 2SLGBTQ+ and persons with disabilities to apply. Learn more about TransLink's commitment to equity, diversity and inclusion.

Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at [jobs@coastmountainbus.com](mailto:jobs@coastmountainbus.com).