

# Job ID #30848: Manager, Transit Fleet Maintenance

Public Works - Hamilton, Ontario

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Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometers of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully. #BeTheReason

- **Job ID #30848: Manager, Transit Fleet Maintenance**
- **Union:** Non-Union
- **Job Description ID #: 5341**
- **Close date:** Interested applicants please submit your application online at [www.hamilton.ca/city-council/jobs-city](http://www.hamilton.ca/city-council/jobs-city) by 4:00 p.m. on **March 12, 2025**.
- **Internal applicants should apply with your work e-mail address.** External applicants are considered only after the internal posting process has been completed. Only applicants chosen for an interview will be contacted.

## SUMMARY OF DUTIES

Reporting to the Director of Transit, the Transit Fleet Maintenance Manager will supervise a multidisciplinary team and provide strategic leadership in the management of the Transit Fleet Maintenance section. This includes life-cycle asset management through procurement, maintenance, repair, and disposal of all transit vehicles and equipment.

Responsible for leadership of a skilled technical team comprised of both unionized and nonunionized employees, (Superintendents, Forepersons, Technicians, Service Line and Inventory Control) by providing technical direction, and expertise to staff with an advanced understanding of fleet maintenance best practices.

Responsible for ensuring that all staff work with safety in mind in compliance with applicable City policies and procedures along with governing acts and legislation, notably the Ministry of Transportation, Highway Traffic Act, Commercial Vehicles Act, and the Ontario Occupational Health and Safety Act.

Responsible for developing and implementing fleet maintenance plans that improve costs, efficiency and generate a high level of client and customer satisfaction by providing a fleet that is clean, safe, and reliable while also considering aspects of fuel efficiency, environmental impacts and compliance with all codes and regulations. Ensures daily operational requirements are met.

Participates in the corporate Green Fleet strategy and takes direct action on reducing greenhouse gas emissions (GHG) from city fleet vehicles.

Establishes, evaluates and reports on industry benchmarks and the sectional key performance indicators, including productivity, quality of service, and mean distance between failures (MDBF). Design and implement procedures to improve effectiveness, efficiency, and overall results.

Maintain and foster strong relationships with client groups, local and provincial organizations, and other government agencies.

All other duties as assigned to ensure business continuity among all city departments.

## **RESPONSIBILITIES**

The Manager of Fleet Maintenance is accountable to the Director of Transit for ensuring fleet maintenance activities are consistent with all regulatory standards and the City of Hamilton's mission and aligned with Transit's strategic direction.

Accountable for improving vehicle availability, repair quality and cleanliness by establishing long term continuous improvement principles to improve overall vehicle quality, reliability, and customer satisfaction.

The City's is committed to its Corporate Culture initiative and as Manager you will be responsible for communicating, coordinating, and developing improvement strategies with your staff. You will assess the strengths and weaknesses that are impacting performance in your area, identify areas for improvement and identify areas of strength to create meaningful action plans and implement change.

## **GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)**

Creates the department budget for both operating and capital costs and monitors overall budget performance throughout the fiscal year.

Ensures that the terms of the Collective Agreement are adhered to and fosters positive labour relations. Meets with Union representatives to discuss employee or general matters. Attends grievance and/or arbitration meetings. Participates in contract negotiations.

Managerial duties will include coaching, training, supporting, and disciplining direct reports through performance management, including absenteeism, conducting performance appraisals in a standardized manner (PAD's), and recommending professional development and training opportunities for career development.

Responsible for Fleet Maintenance activities, including, but not limited to:

- Establishing and maintaining a cost-effective fleet planning program, including forecasting life cycle costs vs. replacement schedules and effectiveness of refurbishment vs. replacement.
- Ensuring preventative maintenance programs are undertaken.
- Forecasting fleet requirements for operational needs to meet daily service requirements, including identifying deficiencies. Responsible for establishing and maintaining a cost-effective fleet planning program, including forecasting life cycle costs vs. replacement schedules and effectiveness of refurbishment vs. replacement.
- Negotiating effective and cost-efficient contracts with a network of specialized and general automotive industry contractors.
- Maintains fuel service operations, management and legislative code compliance of the City's fuel sites (excludes procurement and delivery of fuel).
- Knowledge of procurement guidelines, policies, procedures and how they apply to contracts and contract management
- Experience with contract management, developing contract parameters, administering contracts, and managing vendors and vendor services.
- Knowledge asset management systems including maintenance parameters, lifecycles, and forecasting. The ability to effectively monitor and identify KPI's and trends.

In conjunction with their direct reports, ensures appropriate balance of workload and sufficient resource availability, making recommendations to the Director of Transit where deficiencies are identified.

Researches and recommends innovative fleet maintenance technologies for continuous improvement. Assesses and analyzes existing performance to optimize resources.

Prepares written reports for Council and other internal and external groups. Creates reports including data analysis and formation and testing of alternative solutions. Makes recommendations based on professional experience and data analytics.

Supervises to ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures.

Promotes teamwork and integration within Transit, with other Divisions, Departments and other parties participating in cross-functional and cross-program initiatives.

Liaises with other sections in the Division and must understand impacts of planning decisions on other work units. Liaises with other Public Works staff and City staff as appropriate.

Develops and empowers staff through delegation of responsibilities and accountabilities through regular feedback, and by providing development opportunities and technical direction.

Monitors the operations and projects within the Section to ensure safety, service quality, cost effective and timely delivery of services, and appropriate legislative compliance. Establishes quality assurance and continuous improvement programs. Establishes, reviews and monitors adherence to appropriate standard operating procedures.

Participates as required in discussions and presentations on relevant issues to Council and the public attending Committee/Council and public meetings as required. Prepares or reviews as required, technical reports arising out of this area of responsibility for presentation to various committees of the City.

During planned absences, may provide back-up for the second Manager of Fleet Maintenance and/or the Director of Transit. Attends meetings on their behalf as requested and liaises with other Divisional staff.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Due to the nature of the operating environment, the incumbent must be occasionally available to work non-core business hours, including evenings and weekends, as business needs may occasionally require.

## **QUALIFICATIONS**

1. Requirements for this position would normally be acquired through a bachelor's degree or college diploma in a related field or relevant work experience equivalency, typically 5-7 years. Demonstrated knowledge of the practices and theories of fleet management normally acquired by formal education specific to fleet management or asset management. Demonstrated leadership growth and experience gained through progressively responsible positions, preferably in a unionized environment.

2. Must possess a valid class "G" Ontario Driver's License and a point-free driving record and/or a record found to be satisfactory to the City of Hamilton. Must be able to obtain or already possess a class "CZ" license. Must possess a current and valid 310 T Truck and Coach License.
3. Thorough knowledge of Acts, Regulations & Policies that have direct implication on the section such as: The Occupational Health & Safety Act, Labour Relations Act, Human Rights Code, Commercial Vehicle Operator Regulations, Motor Vehicle Inspection Station (MVIS) regulations, Highway Traffic Act. Adherence to policies, procedures and collective agreements.
4. Ability to reduce fleet greenhouse gas emissions while balancing operational requirements and service levels. Current knowledge of fuels, alternative fuels and automotive technology, including but not limited to compressed natural gas (CNG), Renewable Natural Gas (RNG), Hydrogen and Electric.
5. Strong verbal and written communication skills. Excellent presentation, analytical, organizational, report writing, and interpersonal skills to communicate effectively with all levels of City staff, external consultants, and suppliers. Analytical and problem-solving skills to research, analyze and interpret information regarding fleet maintenance and meeting operational requirements, ability to perform calculations, accounting, and budgeting.
6. Possess a high level of personal integrity, be an excellent communicator with all levels of City staff, Council, public, vendors and affiliated organizations.
7. Proficient in Microsoft Office applications with the ability to use Enterprise Asset Management (EAM) software and all other applicable software as required by the Division.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**Disclaimer:**

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

**Terms:**

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.