**9939BR - Superintendent, Service Delivery**

**Job Posting**

Halifax Transit Operations is hiring a Superintendent, Transit Service Delivery. Under the general direction of the Manager, Transit Service Delivery, the Superintendent, Transit Service Delivery is responsible for supporting the delivery of high-quality, safe, effective, and efficient transit services to the public. The Superintendent is responsible for leading the Mobile Service Supervisors and security services in an operational transit environment.  
  
As a critical member of the Operations Department management team, the Superintendent supports the development and implementation of Halifax Transit’s overall mission and the efficient, safe, effective, and coordinated delivery of all transit operational services. The Superintendent fosters and maintains productive relationships with staff, the public, Halifax Regional Municipality Emergency Services, internal Halifax Transit sections, and HRM departments.  
  
**DUTIES AND RESPONSIBILITIES:**

* Supports the safe and efficient delivery of transit services in a fast-paced, 24/7/365 operational environment. On-call requirements.
* Coordinate the response from Halifax Transit as part of the Transit Operations management team in the case of Emergency Operations Centre requirements, emergency operational incidents, and Special Events, in a 24/7/365 environment. On-call requirements.
* Monitors route and network performance through the mobile and security resources, with particular attention to routing, operator and vehicle compliance, and external influences that may impact service delivery.
* Assigns service vehicles and ensures all vehicles are properly maintained.
* Oversees and participates in the recruitment and selection process in consultation with HR. Identifies staffing requirements and makes recommendations for hiring.
* Manages employee performance, including establishing performance objectives, overseeing daily performance, providing coaching and mentoring, and approving time off requests.  Assesses employee conduct and determines corrective action, as appropriate, in consultation with HR/LR. Makes determination for discipline and/or termination, as appropriate.
* Recognizes employee achievements and makes recommendations for awards (e.g., service awards, safety awards and service excellence). Provides necessary supports and identifies training and professional development opportunities for employees.
* Contributes to the development of relationships that will support information sharing in a multi-location transit environment to ensure collaboration between Halifax Transit sections, HRP/RCMP, Corporate Security, Public Safety, and Legal Services:
* Coordinates with Transit staff and other HRM services for the planning, development, and construction (and removal when required) of bus stops, shelters, and landing pads;
* Coordinates with HRM facilities, Municipal Operations, and planning development on the repair and maintenance of shelters, terminals, and other facilities; organizes and monitors snow and ice removal.
* Completes audits on mobile and security incident reports. Oversees the input of operator incident reports.
* Ensure that Halifax Regional Municipality’s Diversity and Inclusion values are embedded in the delivery of transit service.
* Support the development, motivation, and direct supervision of the Mobile and Terminal Service Supervisor team.
* Building trust with employees at all levels by leading with empathy.
* Work collaboratively with other divisions to ensure a consistent approach to managing unionized personnel between divisions.
* Night shift will provide operational leadership to all divisions of Transit Operations.
* May perform other related duties as assigned.

**Qualifications:  
Education & Experience:**

* Completion of a related University/College level program in an area such as criminology, police sciences, or business administration. A suitable combination of training & experience will also be considered.
* A minimum of three years of progressive leadership experience in a complex, unionized, operational environment is required.
* Experience in public transit operations management is considered an asset.
* Class 2 driver’s license an asset, or willingness to obtain.
* Minimum of Incident Command Systems (ICS) 300 or willingness to obtain.
* A demonstrated track record of exercising good judgment, being committed to quality customer service and safe work practices, and developing effective, respectful work relationships.

**Technical / Job Specific Knowledge and Abilities:**

* Proficient in the use of common office software, such as word processing, spreadsheets, and presentations.
* Thorough knowledge of schedules, routings, fare structure, and operational policies and procedures are assets; training will be provided.
* Working knowledge of scheduling software or network management systems is an asset; training will be provided.
* Able to implement and communicate standard operating procedures and policies for transit operations.
* Demonstrated ability to work both independently as well as in a team environment.
* Excellent written and verbal communication skills.
* Good negotiation, facilitation, team building, and consensus-building skills.
* Must demonstrate a high degree of confidentiality.
* Able to maintain a calm leadership approach in crisis situation

**Security Clearance Requirements**: Applicants may be required to complete an employment security screening check.  
  
**Please Note:** Testing may be conducted as a component of the selection process to assess technical and job specific knowledge. Candidates who are selected for testing may be tested in a group setting, scheduled at the employer’s discretion.  
  
**COMPETENCIES:** Analytical Thinking, Customer Service, Decision Making, Innovation, Managing Change, Risk Management, Teamwork & Cooperation, Values and Ethics, Valuing Diversity, Visioning and Strategic Thinking  
  
**WORK STATUS:** 1 permanent full-time position  
  
**HOURS OF WORK:** 35 Hours Per Week, Monday to Friday 7:30am - 3:30pm. Additional hours or schedule adjustments may be required due to operational requirements.  
  
**SALARY:** NU 7 $82,080 - $106,220  
  
**WORK LOCATION:** Burnside Transit Centre, 200 Ilsley Avenue, Dartmouth, NS and Ragged Lake Transit Centre, 80 Grassy Lake Drive, Halifax, NS.  
  
**CLOSING DATE:**Applications will be accepted until 11:59 pm on **Tuesday, April 15, 2025**  
  
**Please note:** We thank all applicants for their interest in this position.  Only those applicants selected for an interview / testing will be contacted.  
  
During the recruitment process, applicants have the right to request an accommodation. Applicants invited to participate in an assessment process (such as interview or testing) and who require an accommodation, should discuss their needs with the recruiter when invited to the assessment process. For more information on our accommodation process please click on the link; [Accommodations | Hiring | Employment | Halifax](https://www.halifax.ca/about-halifax/employment/work-halifax-regional-municipality/accommodations-employment)  
  
(position #78623839)