



Competition #V1846

Transit Superintendent

(Full-Time, Temporary, Exempt)

Closing Date: 4:30pm, Thursday, May 1, 2025

The Sunshine Coast

A natural paradise blessed with mild winters, beautiful surroundings, and showcasing the best aspects of outdoor adventure, arts, and culture. Bordered by rugged mountains and blue ocean waters, situated on a peninsula (not an island) in the territories of the shíshálh (Sechelt) and Skwxwú7mesh (Squamish) First Nations, this is the Sunshine Coast. Whatever hobby or interest you might enjoy, we have it right here. Hike the trails, get out in a kayak, try golfing, swimming, fishing, cross-country skiing, attend festivals, visit museums, go whale-watching, or any of the other recreational activities that are right at our doorstep. Big city life is only a 40-minute ferry ride away. A preferred tourist destination, a great place to live and play, now is the time to consider making this amazing place your home.

Transit Superintendent Overview

The Sunshine Coast Regional District (SCRD) is currently inviting applications for the temporary, full-time exempt position of Transit Superintendent to support the day-to-day operation of the transit system including on-time performance, customer service, hiring, training new drivers in the delivery of transit service, and ensuring safe operations in accordance with applicable legislation. Further details can be found in the [job description](#) found at www.scrd.ca/careers.

Compensation and Benefits

We have what is being called one of the very best compensation and benefits packages that are out there. Immediately upon hire this position includes an additional \$3.05 per hour cash-in-lieu of benefits, offers 6% vacation pay, and after 30 days of employment the wage rate will include an additional 5% in lieu of statutory holiday pay and free confidential counselling services through our EFAP. After 90 days of employment, this position is eligible for up to five (5) paid sick days for previously scheduled work. Please note that current regular employees of the SCRD who post into temporary vacancies will retain full benefit coverage.

Full-time temporary hours are 35 hours per week and the duration of the assignment is unknown and will end upon the return of the incumbent. The Transit Superintendent has an hourly rate ranging from **\$54.08** up to a merit maximum of **\$68.69**.

Please note this position will be required to work early mornings, late evenings, and weekends on a rotating schedule.

How to Apply

We look forward to hearing from you! Please send a current resume and a cover letter **quoting the competition number** via [email](#) by the closing date and time shown above. **In the subject line of the email please include your name and the competition number.** The SCRD is committed to equitable access to employment opportunities. We value a diverse workforce to best represent the communities we serve, and we thank all applicants in advance for your interest.

Contact: hr@scrd.ca or www.scrd.ca/careers

TRANSIT SUPERINTENDENT

REPORTS TO: Manager, Transit & Fleet
APPROVED BY: Manager, Transit & Fleet
EXEMPT (Y/N): Yes
SALARY LEVEL: Exempt Grid

DATE: February 2024
DEPARTMENT: Community Services
DIVISION: Transit and Fleet Services

Replaces: Transportation Superintendent

Date: March 2022

SUMMARY: Under the general direction of the Manager, Transit & Fleet, the Transit Superintendent manages the day-to-day operation of the transit system including on-time performance, customer service, hiring, training new drivers in the delivery of transit service, and ensuring safe operations based on the Motor Vehicle Act and other applicable legislation and regulations.

KEY RESPONSIBILITIES *include:*

1. To ensure the effective and safe daily operation and delivery of Transit service.
2. To directly participate in the recruitment of drivers, initial hire training and in ensuring that all annual training and competencies are maintained and up to date.
3. To provide support to frontline employees providing mediation and conflict resolution support as the first line of contact, including guidance to applicable policy and procedures while actively promoting teamwork.
4. To manage the Transit function in accordance with the Collective Agreement and Annual Operating Agreement, and to assist in the development of policies and procedures with an emphasis on continuous improvement of customer service and workplace safety.
5. To manage the performance of staff in accordance with the performance engagement program, provide coaching where appropriate and/or taking disciplinary action if and as required.
6. To provide input into transit planning, budget and scheduling decisions, and development of strategic and divisional goals and objectives.
7. Maintains up to date knowledge and ensures compliance with SCRD policies, bylaws, Workers' Compensation Act and OHS regulations applicable to the work being supervised and to promote safe work practices in support of a safe and healthy work environment.
8. To act as a resource to other SCRD staff as needed in relation to transit operational issues or special projects.

TYPICAL ACTIVITIES *include:*

1. Monitors, reviews, and evaluates the daily transit and HandyDART driver and dispatch staff performance, to ensure safe, convenient and comfortable service to customers.
2. Acts as a resource to operational staff in conflict resolution of day-to-day problems including those involving passengers and outside agencies through the provisions of excellent customer service.
3. Coordinates emergency service and other irregular disruptions to service, investigates and responds to customer complaints and enquiries.
4. Manages the performance of transit staff in accordance with the performance engagement program and Collective Agreement to promote a positive labour relations climate.

5. Develops and implements training programs for drivers, and provides regular feedback and coaching to ensure compliance with the Motor Vehicle Act, the National Safety Code, SCRD policies, and BC Transit operational requirements.
6. Responds to emergency support requests from Transit Operators when potentially unsafe issues arise, or emergency service support is required.
7. Manages the Transit Alert system providing up to date schedule and route information while ensuring relevant communication and customer service to ridership.
8. Develops and implements departmental administrative and operational procedures and policies, attends staff meetings and Committee or Board meetings as requested.
9. Ensures appropriate staffing levels for service delivery are established and maintained within the approved budget.
10. Engages in recruitment and selection of transit staff, reviews performance, provides performance feedback, coaches and undertakes discipline of staff as required.
11. Undertakes various activities that may include representation on special project teams, public engagement processes, participation in feasibility studies or service development plans, and the coordination of customer surveys.
12. Oversees Transportation Coordinator and Dispatch staff in the schedule development process and construction of driver shifts liaising with BC Transit as and when required.
13. Works with drivers, other staff and contractors in administering the bus stop and shelter program.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Completion of Grade 12 or equivalent.
- Completion of a Diploma in Transportation or related field from a recognized institution.
- Five (5) years of relevant experience in the transit or public transportation industry including supervisory experience and, in the development, and delivery of staff training programs.
- An equivalent combination of education and experience may be considered.
- Possession of a valid Class 2 BC Driver's License with air brake endorsement.

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Demonstrated skills in team leadership and development, and customer relations.
- Ability to deal effectively with staff, Board members, groups and members of the public with tact and diplomacy.
- Effective skills in oral and written communication and presentation.
- Basic ability to read, analyze and interpret financial statements and statistical data.
- Working knowledge of the legal framework and liability issues involved in the provision of transportation services including basic incident and accident investigation procedures and a solid understanding and awareness of risk management principles and practices.
- Basic knowledge of management and labour relations principles and practices.
- Project management and contract administration skills.
- Required to participate in a rotating weekend and evening on call schedule in partnership with other management staff.
- Will be required to work flexible hours including evenings and weekends.