

# Job ID #30977: Manager, Transit Operations

Public Works - Hamilton, Ontario (Hybrid)

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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 #30977: Manager, Transit Operations**
- **Union:** Non-Union
- **Job Description ID #: 2464**
- **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 **April 23, 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 Operations Manager II will supervise a multidisciplinary team and provide strategic leadership in the management of the Transit Operations section. This includes the daily provision of conventional transit and on-demand transit within Hamilton.

Responsible for leadership of a skilled technical team comprised of both unionized and nonunionized employees, (Superintendents, Inspectors, Bus Operators, administrative staff) by providing technical direction, and expertise to staff with an advanced understanding of transit operations.

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 operations plans that improve service reliability, on time performance, efficiency and generate a high level of client and customer satisfaction by delivering service that is safe, and reliable. Ensures daily operational requirements are met.

Establishes, evaluates and reports on industry benchmarks and the sectional key performance indicators, including on-time performance, collision free kilometers, and quality of service. Design and implement procedures to improve effectiveness, efficiency, and overall results.

, Be an excellent communicator with all levels of City staff, Council, public, vendors and affiliated organizations. Maintain and foster strong relationships with client groups, local and provincial organizations, and other government agencies.

## **Responsibilities**

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

Fosters a service-first culture, where public safety is paramount and the customers on board are treated with respect.

Assumes lead accountability and responsibility for the public transportation program to ensure service quality, cost effective and timely service delivery and legislative compliance. Monitor the progress of major program initiatives including staff deployment, schedule monitoring, and health and safety.

Accountable for service delivery and performance 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 operating 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 Transit Operations activities, including, but not limited to:

- Ensuring sufficient human resources are available each day to ensure service integrity through the Workforce Planning Section.
- Provide leadership to Superintendents of Service Delivery and Administration, and by extension to the Inspector and Bus Operator classification.
- Oversight for performance management of front-line employees regarding attendance, collisions, customer contacts, grievances.
- Works collaboratively with Labour Relations to ensure the Collective Agreement is upheld.
- Works closely with the Scheduling and Infrastructure Department to align planned service to actual service delivered on street, identifying and addressing gaps where possible.
- May lead working groups on projects arising from Union and Management discussions on topics of shared interest.
- Participates in the bargaining process on behalf of the Section.
- Participates as a member of the Transit Leadership Team.

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 transit operational best practices and 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 Manager of Transit Operations 1 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 and significant work experience.
2. Demonstrated knowledge of the practices and theories of transit operations normally acquired by practical work history and formal education in business administration. Demonstrated leadership growth and experience gained through progressively responsible positions, preferably in a unionized environment.
3. Demonstrated ability to work strategically and effectively with operational management in identifying and meeting organizational development and operational performance needs.

4. Highly developed ability to articulate a vision to lead and to inspire others. Demonstrated ability to initiate, lead, and implement progressive and proactive policies and programs.
5. 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.
6. 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.
7. 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.
8. 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.
9. Demonstrated skill in implementing sustainable change.
10. Possess a high level of personal integrity.
11. Proficient in Microsoft Office applications with the ability to use transportation planning software and all other applicable software as required by the Division.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

**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.