

Job Title: Assistant Manager, Support Services

Requisition ID: 3606

Affiliation: Exempt

Position Type: Permanent Full Time

Number of Openings: 1

Bi-weekly Working Hours: 70 hours bi-weekly

Shift/Work Schedule: Monday - Friday

Division/ Branch: Public Works, Transit Services

Job Location: Fort McMurray

Starting Salary Range*: \$129,438 - \$136,834 (Pay band G)

COLA: Bi-Weekly - \$480

Posted (dd/mm/yyyy): 12/06/2025

Closing Date (dd/mm/yyyy): 25/06/2025

Posting Type: Internal and External

*The Municipality offers a competitive compensation package, including an attractive base salary, excellent benefits, retirement plans, and more. The starting salary for this position is within the range listed above and will be dependent upon the qualifications and experience of the successful candidate.

GENERAL DESCRIPTION:

Reporting to the Manager, Transit and Fleet, the Assistant Manager, Support Services is responsible for overseeing the repair and maintenance of transit shelters, bus stops, signage, terminals, and other facilities, as well as the oversight of Hostler activities to ensure buses are ready for service each day. In addition, this role is responsible for overseeing technical training for Transit Services personnel and ensuring course program and curriculum development meet technical learning needs. The incumbent also provides leadership, coaching and mentoring to assigned team members. Project management, effective communications, and staff development are key areas for success in this position. Primary responsibilities of this position include:

Employee Development: Performs supervisory tasks for assigned team members. Works with team to plan, review transit maintenance requirements and balance workloads. Ensures all processes are consistently in compliance with legislation and that policies are followed to ensure service levels. Mentors, coaches, and provide support to staff to ensure adherence deliverables.

Cooperation with internal and external clients: Establishes and maintains effective working relationships with our strategic partners to develop and actively participate in joint initiatives to ensure timely delivery of services. Acts as primary organizational contact between other areas within The Municipality, contractors, and consultants.

Departmental Guidance: Researches and advises management on transit contracts. Participates in the development of strategic plans, business plans, and operational budgets. Assists with the development and implementation of effective procurement specifications, administrative directives, and guidelines.

SKILLS REQUIREMENTS:

- Ability to empower people, and use innovative approaches in situations involving rapid change, shifting priorities, and/or simultaneous demands.
- Excellent organizational, interpersonal, analytical, and communication skills, as well as a demonstrated ability to assess situations from a business perspective.
- Strong team player with a collaborative style and project management and facilitation skills.
- Experience in collision and claims investigation and claims management.
- Experience in development and delivery of training courses is required.
- Knowledge in training principles, methodology, and adult learning theories.
- Demonstrated ability to analyze and interpret data, with a strong aptitude for quickly learning and adapting to various software applications and digital tools.

- Experience working in a government environment and working with sponsors to create best practices.
- Knowledge of safety precautions, methods, and techniques employed in the transit industry.
- Knowledge of transit systems, collective agreements, and operational policies, procedures, and best practices.
- Sound, practical judgment using independent decision making.
- Promotes a safe work environment and strong leadership in effective labour relations.
- Ability to work with and understand spreadsheets and budget controls as well as SAP, and prepare clear, concise reports and recommendations.

EDUCATION:

- A degree or diploma in business administration, public administration, or a related field is required.
- Completed course work in collision/incident investigation from a recognized institute is considered an asset.
- Canadian Urban Transit Association (CUTA) training is considered an asset.
- An equivalent combination of education and work experience may be considered.

EXPERIENCE:

- Five (5) years of related experience which may include transit operations, asset management and/or preventive maintenance, or commercial vehicle driver training is required.
- Two (2) years of experience in a supervisory/leadership capacity.
- Experience working in a public sector environment with unionized and non-unionized employees is considered an asset.

OTHER REQUIREMENTS:

- Submission of a Criminal Record Check.
- A valid Class 5 Operator's Licence is required as incumbent will be required to operate a personal or municipal vehicle for business use on a regular basis.
- A valid Class two (2) driver's licence and Q Endorsement (Air Brakes) is considered an asset.

SAFETY:

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible and accountable for knowing and working in accordance with the Health and Safety Directive. As per section 2 of the Occupational Health and Safety Act, the incumbent shall ensure while in the employ of the Regional Municipality of Wood Buffalo the health and safety of employees, contractors, and the public.

This position is employed in a supervisory capacity. As such the employee is required to obtain additional safety training in accordance with municipal procedures and directives.

**To apply: Please visit our website at jobs.rmwb.ca
 Current employees must apply through the internal careers site.
 We appreciate the interest of all applicants; however, only those individuals
 selected for interviews will be contacted. Late applications will not be accepted.**