

Manager of Transit Business Services

Why Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Hybrid and flexible work arrangements;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

Position overview

We are currently accepting resumes for the position of Manager of Transit Business Services. Reporting to the General Manager of Guelph Transit, the successful candidate is responsible for the management and administration of Guelph Transit's business services. This includes financial budgeting, management and oversight; procurement and contract administration; marketing and sales initiatives; as well as customer service and support.

Key duties and responsibilities

- Provide visible and positive leadership, while facilitating a work environment that is inclusive, respectful and motivating to staff.
- Oversee divisional recruitment, training and development, and performance management.
- Assess operational needs and ensure the availability of resources to support staff in meeting work objectives.
- Responsible for Guelph Transit business applications including Trapeze and Farebox.

- Oversee administration and customer service functions and manage response to customer, council, and media requests for information.
- Prepare and coordinate annual operating and capital budgets; monitor, analyze and report monthly on the status of Guelph Transit's budget activity which includes the identification of trends, forecasts and projections of variances to budget.
- Responsible for all Transit financial accounting transactions, controls and data including financial statements, variance reports, cash controls, inventory and accounting of all fare media, reconciliation of integrated data systems, purchasing, accounts payable, payroll and timekeeping records.
- Oversee and monitor the financial timelines of capital projects and assets ensuring accurate and timely budget reporting cycles.
- Responsible for the oversight and management of purchased goods/services including the preparation of tenders and requests for proposals.
- Ensure the compliance and monitoring of all contractual agreements including renewals and adherence to time specific clauses.
- Maintain historical database of key statistics including ridership, fare media sales, revenue and expenses. Compare data to municipal comparators and recommend continuous improvement activities.
- Oversee Guelph Transit's sales, marketing and revenue generating programs.
- Working together with transit staff to ensure financial timelines are met related to quality assurance and asset management in accordance with corporate policies.
- Work with Transit management to build and work towards long term planning.
- Act as a resource to the public, city departments, and other organizations on relevant transit projects and programs.

Qualifications and requirements

- Completion of a university degree or diploma in Business Administration or a related discipline.
- Considerable experience developing and managing customer service programs, with a focus on service quality, responsiveness, and customer satisfaction.
- Experience managing staff in a transit or transportation-related environment.
- Experience developing, managing, and overseeing departmental budgets, including forecasting, reporting, and cost control.
- Experience in managing procurement processes, vendor negotiations, and contract compliance.
- Experience leading marketing campaigns and sales initiatives to drive ridership, revenue, or public engagement.
- Excellent customer service skills with the ability to resolve customer inquiries/complaints in an effective manner.
- Excellent organizational skills with the ability to manage multiple projects and assignments in order to meet deadlines in a very demanding environment.
- Excellent interpersonal, team and communications skills with the ability to communicate with all levels of staff, stakeholders and the general public.
- Advanced computer skills with Microsoft Office (Word, Excel, PowerPoint and Outlook).
- Ability to prepare complex statistical reports, correspondence, policies and procedures and other written materials.
- Ability to analyze problems, identify alternatives and make recommendations in order to implement procedures and policies.

- Candidates with an equivalent combination of education and experience will be considered.

Hours of work

35 hours per week, Monday to Friday, 8:30 a.m. – 4:30 p.m. Some evening and weekend hours will be required to attend meetings and support various initiatives.

Pay/Salary

Non-Union Grade 7: \$105,560.00-\$131,950.00

How to apply

Qualified applicants are invited to apply using our **online** application system by **June 23, 2025**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.