



Job title: **Senior Director, Bus Transformation Program**
Job ID: 20250588
Location: Greater Vancouver
Full/Part Time: Full-time
Regular/Temporary: Regular/Temporary

Marketing Statement

As the largest operating company in the integrated TransLink enterprise, Coast Mountain Bus Company (CMBC) operates a fleet of clean-fuel conventional and community shuttle buses, zero-emission trolley buses, and passenger ferry SeaBuses in Metro Vancouver, the largest single transit service area in Canada.

At CMBC, one of BC's Top Employers, we're committed to providing an innovative, healthy, and engaging workforce. This is reflected in our workforce of over 5,500 employees performing over 400 unique jobs, who are committed and empowered to deliver service that attracts nearly 1.1 million passengers daily and connects people, businesses, and communities in the Metro Vancouver region.

We have the important job of helping our passengers get to work, appointments, visiting with family and friends, and back again every day. Metro Vancouver relies on us, and we take that as a point of pride.

Responsibilities

PRIMARY PURPOSE

Integrates the key business activities, and capital related to the bus transformation program (future expansion and transition to zero-emissions) to ensure long term success, effective and efficient operations, manage risk and optimize total cost of ownership. Is CMBC's leader to ensure the financial and environmental benefits from transformation of the bus operations are realized. Is CMBC's point of coordination for bus transformation, including strategic operational, resource, budget, and facility requirements planning, operational readiness, risk identification and tracking, project prioritization, and new asset integration. Works and interacts with a diverse and multi-disciplinary team of subject matter experts in CMBC and TransLink to provide strategic direction, and project/program/business expert advice that supports enterprise-wide strategic priorities and business decisions. Represents and provides strategic advice related to future expansion and transition to zero-emissions to the President/GM, CMBC Executive and Senior Leadership Team, TransLink leadership



committees, and CMBC's Board of Directors. Represents CMBC at a senior level internally and with key external stakeholders.

KEY ACCOUNTABILITIES

Reporting directly to the President/GM and participating as a member of the Executive & Senior Management Team (ESLT), provides senior level leadership across CMBC departments/divisions to ensure the transformational change realizes the benefits of expansion and a zero-emissions fleet. Provides strategic advice and contributions to critical decisions on the transformation program and the related planning, business, and organizational activities.

Under the direction of the President, develops and implements robust governance structures for CMBC's transformation program, ensuring clear roles, responsibilities, engagement, commitment, efficient decision-making processes across all program components and stakeholders.

Provides coordination and facilitation across CMBC functions (including but not limited to Maintenance, Operations, Finance and Corporate Services, and Safety, Environment and Emergency Management) responsible for delivering elements of the transformation program to ensure operational readiness and the realization of benefits.

Under the direction of the President, participates in the strategic planning of business and organizational transformation to enable and facilitate expansion and zero-emissions, including operational and workforce readiness to ensure:

Operations and maintenance employees are fully engaged and trained on new zero-emissions fleet, charging infrastructure, new infrastructure assets, and related technologies; and,

New expansion and zero-emissions fleet and infrastructure, and new/redeveloped transit centres are effectively integrated, and efficiently utilized by CMBC.

Presents and reports to the CMBC Board on the transformation program, and the progress of its key projects/initiatives, strategic impact, political sensitivity, and high risks. Advises the CMBC ESLT and the CMBC Board on critical risk management strategies to ensure successful delivery of CMBC's transformation program and related planning, business, and organizational activities.

Provides strategic advice to project teams and steering committees who are responsible for the planning and delivery of major capital, and related planning, business and change



management projects (e.g., Marpole Transit Centre Project (MTC), the Port Coquitlam Transit Centre (PTC), Bus Rapid Transit (BRT), new/redeveloped transit centres, business technologies, new/enhanced systems).

Provides strategic advice to the President & GM, project teams or steering committees on the development of related operational, maintenance, service agreements or contracts.

Works collaboratively CMBC Finance, TransLink Finance, TransLink Planning, and TransLink Enterprise Sustainability to integrate the relevant investments (e.g., charging infrastructure, maintenance capabilities, operational plans, testing and commissioning plans, new asset integration, resource and training programs, change management) for the transformation program into annual budget, capital program, service, fleet and facilities plans and strategies, Business Plan, and Investment Plan processes.

Provides strategic advice to Procurement and TransLink Strategic Sourcing and Contract Management and supports the development of procurement strategies related to the transformation program, related business and organizational activities, and planning required (e.g., fleet, infrastructure, technology, services).

Collaborates with TransLink Business Technology Services and TransLink Engineering on the development and implementation of transformation related new/enhanced business systems and technologies.

Forms strong partnerships and develops the trusted, productive relationships and highly responsive interaction with key stakeholders – including TransLink, BCRTC, government, public, customers, contractors – to ensure alignment, resolve issues, and provide input to various committees, teams and working groups.

Manages reporting staff, including hiring, training, development, coaching, performance management, and all other people management practices.

Other duties and responsibilities as assigned.



Qualifications

EDUCATION AND EXPERIENCE:

University degree in Engineering and/or Business or a related discipline. A Project Management Professional (PMP) designation would be an asset. In addition, 15 years related experience that demonstrates a progression in complex team and business leadership skills, and political acumen - particularly through high value, operational change, and transformation programs in high-risk environments.

OTHER REQUIREMENTS:

General knowledge of the concepts and practices of public transportation, transit operations and maintenance. In addition to experience with technology improvement and project delivery, as well as experience with operational change management. Experience on large bus transit expansion and technological change programs and projects is an asset.

Advanced knowledge and understanding of the relevant TransLink standards, policies, and processes, and of relevant regulatory requirements.

Expert interpersonal skills to build and maintain relationships with multiple internal and external stakeholders, including negotiation skills as they relate to contracts and resolution of contractual issues.

Advanced strategic planning skills, with ability to provide input to the organization's strategic planning processes, and to oversee expenditure of operational and capital costs.

Advanced interpersonal and communication skills to provide strategic advice to the President/GM, CMBC and TransLink executives, and the CMBC Board, and to collaborate with business leaders across the TransLink enterprise.

Advanced problem solving and decision-making skills to identify and take action to mitigate potential risks for reporting areas.

Advanced analytical skills to direct delivery of complex analysis and reporting.

Advanced leadership, development, and team building skills to lead, coach, mentor, and direct a diverse team of reporting leaders, specialists, and support staff, including professional and bargaining unit team members.

Other Information

Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process. A standard interview format will be used including general, scenario and behavioural descriptive interview questions.



Work Schedule

37.5 hours per week.

Work Designation

Hybrid

This position offers the flexibility of working both on-site and remotely within B.C.

Rate of Pay

The salary for this position ranges from \$146,000 - \$219,000 per annum. Actual salary offered will be based on education, experience, skills, and qualifications as they relate to the role.

We aim to provide competitive pay that reflects your professional background and expertise. We want to ensure our offer will align with your strengths considering experience, skills, and internal equity to offer a fair and equitable salary. The Total Compensation Package, which includes Extended Health, Dental, Transit Pass and enrollment in the Public Service Pension Plan as well as other employment offerings will be discussed in detail as your application progresses.

How to Apply

Please visit our [Career Page](#) to apply for this position.

INSTRUCTIONS: Please save your (1) cover letter, and your (2) resume as one PDF document prior to uploading your application on-line.

Closing Date: Open until filled

Please note that only those short listed will be contacted.

Having trouble applying? Please view the [System Requirements & FAQ's page](#).

If you have questions, please connect with us at jobs@translink.ca.

Equal Employment Opportunity

Coast Mountain Bus Company is committed to employment equity and building a diverse workforce, representative of the customers we serve and the many communities in the Metro Vancouver region. We welcome and encourage Indigenous applicants, people of colour, all genders, 2SLGBTQ+ and persons with disabilities to apply. Learn more about TransLink's commitment to equity, diversity and inclusion.



Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at jobs@translink.ca.