



OAKVILLE

THE CORPORATION OF THE
TOWN OF OAKVILLE

JOB POSTING

POSITION ID: 1020-001

CALL NO. 26-4524

Job Designation:	Manager, Transit Operations
Department:	Oakville Transit
Job Details:	Permanent, Full Time (Non-Union)
Salary Range:	\$136,541 - \$163,914
Pay Grade:	308
Closing Date:	Applications for this position must be received at oakville.ca no later than 11:59pm on April 5, 2026 .

This job posting is for an existing vacancy and therefore will be filled accordingly.

We offer:

- A hybrid work schedule
- A defined benefit pension plan (OMERS)
- Comprehensive health plan complemented with life and disability insurance
- A progressive work environment that promotes a work/life balance and strives to be a great place for great people to do great things

Reporting to the Director, Oakville Transit, the Manager, Transit Operations is responsible for all aspects of on street transit service delivery. This includes responsibility for Control Centre Operations; managing supervisor, driver and clerical performance; managing service delivery and route performance; as well as coordinating and providing oversight to incident and emergency response.

What can I expect to do in this role?

As the Manager, Transit Operations, you will:

- Use a variety of technology to direct and evaluate services provided by the department.
- Provide oversight to Control Centre and On street operations.
- Deliver services in accordance with legislation including the Municipal Act, ESA, AODA, OHSA, OHRC, MTO as well as Council mandates and other obligations.
- Develop policies and procedures to set priorities and be responsible for service delivery and the development and implementation of performance measures, objectives and strategies that ensure regulatory and laws are enforced proactively.
- Manage unionized and non-unionized staff performance and participate in HR programs including performance management, collective agreement compliance and health and safety.
- Develop and retain skilled and knowledgeable teams to effectively deliver services. Maintain constructive relationship with management and unions.
- Investigate, track and resolve customer complaints concerning the delivery of Transit Services including making recommendations, interviewing and counseling employees, initiating corrective measures, submitting appropriate reports and following up to ensure compliance.
- Act as an adviser or arbitrator on operational issues. Solve complex problems and liaise with other departments, management, customers and suppliers to co-ordinate resolution/improvement of service issues.
- Overseeing all training activities for Drivers, Supervisors and Operations Clerical staff.
- Analyze, interpret and provide advice and guidance to internal and external parties in the area of operational/professional expertise. Provide specific expertise to cross-department and other teams to deliver well-designed programs and services.
- Oversee training and staff development.
- Analyze operational performance and identify/implement improvements to operational efficiency.
- Report to and advise senior management on operational performance and issues. Contribute to strategic planning and guide development of conventional and accessible service.
- Develop business unit budgets for approval. Allocate resources efficiently to deliver services and maintain expenditures according to budget, with appropriate checks and controls. Maintain and track actual expenditures and investigate and explain budget variances.

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies.

The Town of Oakville is an equal opportunity employer.

Personal information collected from applications and resumes is collected under the authority of the *Municipal Act, 2001*, and will be used to determine qualifications for employment. Questions about this collection of information should be directed to Human Resource Services, 1225 Trafalgar Road, Oakville, Ontario L6H 0H3.

- Attend Council meetings and arrange and/or attend meetings with community and/or ratepayer groups to explain operational issues, gather feedback and foster positive community relations.
- Initiate, manage and/or participate in major projects.
- Review transit schedules and provide input and feedback to ensure they are optimized based on the needs of the community and the department.
- Assume the duties of Acting Director during absences or as directed.

How do I qualify?

The ideal candidate will have a college diploma or university degree in Business Management or Administration, plus a minimum of eight (8) years' supervisory/management experience in the public transit industry. An equivalent combination of education and experience may be considered. Human Resources or Labour Management experience and/or training would be considered an asset. Your formal education is augmented by progressively responsible supervisory/management positions that have resulted in outstanding leadership complemented by a highly developed understanding of municipal government and service delivery. You have extensive experience in corporate, operations and policy settings, managing staff (union and non-union) and budgets.

Please note that this position requires a satisfactory **criminal record and vulnerable sector screening check** dated within the last 30 days as a condition of employment.

Core Knowledge Required for Success

You are an experienced leader with a comprehensive knowledge of:

- Current and future policies, practices, trends, technology and information relating to safety practices/regulations, and transit operations including scheduling, service adjustment methods, emergency operating procedures coupled with knowledge of transit regulations, town policies and procedures, collective agreement provisions and other relevant guidelines and processes that apply to Transit services.
- *Highway Traffic Act, Occupational Health and Safety Act and Ontario Human Rights Code.*
- Common word processing, spreadsheet, email and database management techniques.
- Extensive experience supervising or managing in a unionized work environment with a demonstrated ability to manage to a Collective Agreement including exposure to a union grievance process

In addition, your experience demonstrates the following **Managerial leadership competencies**:

- **Strategic Thinking** – innovating through analysis and ideas
- **Engagement** – mobilizing people, organizations, partners
- **Management excellence** – delivering results through action management, people management and financial and asset management
- **Accountability and Respect** – serving with integrity and respect

Click [Competency Profile](#) to view the competencies for this Manager level

Corporate Values:

Teamwork, accountability, dedication, honesty, innovation and respect

DATED: March 16, 2026

The Town's recruitment software includes elements of artificial intelligence to assist in the screening and short-listing of qualified candidates.

This job profile reflects the general requirements necessary to perform the principal functions of the job. This does not include all of the work requirements of the job. Applicants are required to demonstrate through their application and in the interview process that their qualifications match those specified. Applicants may also be required to undergo testing.

We thank all applicants and advise that only those selected for an interview will be contacted.

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