

Join the City of Medicine Hat as a Superintendent, Transit Operations!

Permanent | Full-Time | Onsite

Starting at \$81,600/year · Relocation assistance available

Are you a transit leader who thrives in a fast-moving environment where every day brings an opportunity to expand your skills and experience? Join the City of Medicine Hat as Superintendent, Transit Operations and play a key role in keeping our community connected. In this leadership role, you'll oversee daily transit operations, support a skilled frontline team, and drive improvements that enhance safety, reliability, and customer experience across our system.

What you'll do

- Oversee daily transit operations, including service delivery, fleet coordination, and maintenance alignment.
- Lead and support supervisors, operators, and service staff to ensure safe, reliable, customer-focused service.
- Manage scheduling, service adjustments, and transit technology systems to keep operations running efficiently.
- Collaborate with internal teams, stakeholders, and the public to improve service performance and rider experience.
- Enforce policies, support training and performance management, and lead safety and incident investigations.
- Monitor operational data, reports, and budgets to support informed decision-making and continuous improvement.
- Respond to service issues, customer concerns, and disruptions while coordinating with teams across the City of Medicine Hat.

A day in the life

No two days are the same as Superintendent, Transit Operations at the City of Medicine Hat. One day you might be solving real-time service challenges, adjusting routes, or coordinating staffing to keep transit running smoothly. The next, you're analyzing performance data, supporting supervisors, meeting with stakeholders, or leading safety and training initiatives.

This role blends operational decision-making, people leadership, and strategic planning - offering constant variety and the opportunity to make a visible impact on how your community moves every day.

What you bring

We're looking for candidates who bring many of the following strengths:

- Strong leadership and decision-making skills that inspire teamwork and accountability.
- Expertise in transit operations, safety standards, and accessibility practices, with a track record of improving service quality.
- Excellent communication and relationship-building skills to work effectively with stakeholders and foster a customer-centered environment.
- Advanced skills in business software for data analysis, reporting, and operational documentation.
- A strategic approach to planning, goal setting, and implementation, even in high-demand situations

Qualifications

- Diploma in management, transportation, or a related field from a recognized institution.
- Minimum of 5 years' transit industry experience, including 3 years in a supervisory role.
- Valid Class 2 Alberta Driver's License with air brake endorsement and an acceptable driving record.
- Current Standard First Aid and CPR certifications.
- Equivalent combinations of education and experience may be considered.

Why you'll love working with us

- **Collaborative team culture:** Work with dedicated professionals committed to excellence and positive community impact.
- **Career growth and development:** Access training, mentorship, and advancement opportunities within a supportive legal team.

- **Competitive total rewards:** Comprehensive benefits, pension, health and dental coverage, and competitive compensation.
- **Flexibility & work-life balance:** Enjoy a hybrid work model with room to balance personal and professional priorities.

Life in Medicine Hat

With over **330 days of sunshine each year**, Medicine Hat offers an exceptional quality of life. Enjoy beautiful parks, vibrant cultural experiences, short commute times, and a relaxed cost of living-along with abundant opportunities for outdoor recreation in every season. Whether you're relocating or returning to southern Alberta, you'll find a welcoming community that's an excellent place to live, work, learn, and play.

Opportunity Awaits – Move to Medicine Hat.

Ready to make an impact?

If you're excited about contributing to a forward-thinking municipal organization and bringing your legal expertise to meaningful community work, we'd love to hear from you.

This position has been identified as Safety Sensitive and requires the completion of a satisfactory pre-employment drug screen, which includes testing for cannabis use.