

Join the City of Medicine Hat as a Manager, Transit Services!

Permanent | Full-Time | Onsite

Starting at \$125,000/year | Relocation assistance available

This is a unique opportunity to shape the future of public transit in Medicine Hat, a community known for its sunshine, affordability, and strong sense of connection. Whether you already call Medicine Hat home or are considering a relocation for a better quality of life, this role offers the chance to make a meaningful impact while leading a vital municipal service.

If you're looking for a leadership role where your expertise will directly influence community mobility, service quality, and long-term planning, this is an opportunity worth exploring.

How you'll own it

- Elevate transit service quality, reliability, and customer experience through strong operational and strategic leadership.
- Shape long term direction and priorities for Transit Services in partnership with senior leadership.
- Drive financial sustainability by optimizing operating and capital budgets.
- Strengthen service performance through continuous improvement and data driven decision making.
- Build a high performing, engaged team and positive labour culture.
- Develop leaders through coaching, mentorship, and performance support.
- Enhance customer trust and community relationships through proactive communication and service excellence.
- Advance safety, compliance, and environmental stewardship.
- Leverage trends, technology, and funding opportunities to modernize transit services.

A closer look at the role

No two days look exactly the same, and that's part of what makes this role impactful and rewarding. A typical day might include:

- Monitor performance dashboards to ensure service reliability and customer satisfaction.
- Guide Supervisors through real-time operational decisions to maintain smooth service delivery and ensure the effectiveness of operational systems.
- Align priorities and resource needs with leadership to advance strategic goals.
- Coach and support team members to strengthen capability and accountability.
- Review KPIs and budget performance to drive operational effectiveness.
- Contribute to long range planning and capital strategies that shape the future of transit.
- Engage with community partners to build trust and gather insights.
- Uphold safety standards and compliance requirements.
- Explore innovations and funding opportunities that enhance system performance.
- Meet with the leadership team to maintain system awareness and provide guidance regarding operational concerns.

What you bring

- Proven ability to build high-performing, collaborative teams.
- Experience leading large-scale change and multi-stakeholder initiatives.
- Strong strategic and financial acumen to support sustainable service delivery.
- Exceptional communication and relationship-building skills.
- Confidence navigating complex municipal environments while balancing operations and strategy.

- A proactive, solutions-focused leadership style grounded in safety, inclusion, and data-informed decision-making.

Qualifications

- Bachelor's degree in Management, Business Administration, Engineering, or a related field from a recognized post-secondary institution.
- Minimum of seven (7) years of progressive experience in a diversified municipal environment, including at least five (5) years in a supervisory or leadership role.
- Experience working within a large, diversified transit operation is considered a strong asset.
- An equivalent combination of education, training, and experience may be considered.
- Comprehensive knowledge of transit service principles, practices, legal requirements, and operational functions, including equipment and facilities.
- Valid Class 5 Alberta Driver's Licence.

Why you'll love working with us

We show up with **accountability, care, and teamwork — every day, with every person**. Our values guide how we work together, serve our community, and support one another so we can deliver exceptional public service.

- **Collaborative team culture:** Be part of a supportive environment where we **Team Up** to deliver great community outcomes.
- **Career growth and development:** We encourage you to **Be Curious**, offering training and development that fosters continuous learning.
- **Competitive total rewards:** Comprehensive benefits, pension, health and dental coverage, and competitive compensation.
- **Flexibility & work life balance:** Our commitment to **Service with Care** includes supporting your wellbeing at work and at home.

Want a deeper look at what it's like [working with us](#)? This page outlines the values and behaviours that guide our work every day.

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 expertise to meaningful community work, we'd love to hear from you.

#brightideas