



**JOB TITLE:** MANAGER TRANSIT SERVICES

**REFERENCE NO:** 42600

**DIVISION:** PUBLIC SERVICES

**DEPARTMENT:** COMMUNITY DEVELOPMENT

**APPROVAL DATES:** BY: [Signature]  
COMMISSIONER PUBLIC SERVICES

**DATE:** March 6 / 19

BY: [Signature]  
GENERAL MANAGER OF HUMAN RESOURCES

**DATE:** March 4 / 19

**GENERAL DESCRIPTION:**

This is a management position responsible for the leadership, coordination, administration, and facilitation of services specific to the City's Transit Services. The incumbent ensures superior customer services through their responsibility for operational and financial planning, service coordination, supervision, quality assurance and improvement and performance management. The incumbent also acts as the City's resource/liason with the Transit Advisory Committee.

**ORGANIZATIONAL RELATIONSHIPS:**

- Reports directly to the General Manager of Community Development.
- Directly and indirectly supervises and provides overall guidance to Transit Services staff and indirectly to Administrative/Operations support staff.
- Works closely with, and contributes positively, as a principal member of the Community Development leadership team.
- Develops close working relationships with various internal and external groups including government agencies, related professional groups, industry associates, contracted service providers and regulating authorities.

**PRIMARY FUNCTIONS/ACCOUNTABILITIES:**

- Collaborates with the General Manager, Community Development leadership team and staff to bring clarity to the purpose and strategic direction of Transit Services programs. Accountable for the preparation, execution, monitoring and reporting of the operating and capital business plans and budgets in accordance with corporate guidelines and policies.
- Through continuous improvement of Transit Services by Monitors and evaluates operational and administrative activities, procedures and policies to ensure ongoing efficient and effective delivery of Transit Services.
- Responsible for building an effective team and developing positive work relations by living the corporate values and fulfilling Community Development and corporate expectations.
- Provides leadership and performance management to the direct reports and working teams as required including directing, coaching, supporting, delegating and mentoring.
- Ensures that there is a proactive and shared customer-first focus in addressing issues and inquiries while communicating effectively with all the stakeholders.
- Ensures that environmental, health and safety policies, procedures, equipment, training and records are maintained in compliance with regulatory and due diligence requirements.
- In collaboration with the General Manager, is responsible for negotiating and maintaining external agreements related to Transit Services.
- Responsible for advising and communicating with community groups, associations, networks,

government agencies and the public regarding City policies and/or standards relating to Transit Services.

- Utilizes relevant and expected statistics and key performance indicators for use in planning, program evaluations and quality assurance and improvement.
- Monitors federal, provincial and private funding and research for use in Transit Services planning. Recommends and proposes any opportunities relevant to Transit Services programs.
- Performs related duties as required or assigned.

**REQUIRED COMPETENCIES:**

- Knowledge of the principles, practices, legal requirements and operational practice of Transit Services with a comprehensive understanding of the related operational, equipment and facility functions.
- Proven leadership capabilities with ability to maintain and promote a cooperative results-focused team environment with staff from various disciplines in the performance of their duties.
- Thorough comprehension and skill in strategic planning and execution to meet varied levels of service, program, facility and policy expectations. Ability to apply financial management and budgetary skills.
- Skilled in operating a personal computer using current office software in a network environment. Familiarity of various operational technology such as but not limited to: mobile applications, audio/video recording, point-of-sale, and electronic purchases.
- Demonstrated excellent interpersonal relationships and communication skills.
- Exceptional organization, leadership, management and conflict resolution skills including the ability to work with minimum supervision and make decisions independently, using sound judgement and procedures.
- Thorough knowledge of applicable Environmental and Occupational Health and Safety Regulations.
- Ability to function effectively in a diverse, fast paced and demanding work environment with challenging and often competing priorities. Ability to seek-out and implement solutions, methods and approaches for employee productivity and organizational growth.

**REQUIRED QUALIFICATIONS:**

- Successful completion of a Bachelor's degree in Management, Business Administration, Engineering or a related field from a recognized post-secondary institution.
- Seven (7) years' progressive work experience in a diversified municipal environment, including five (5) years' of supervisory experience.
- Experience working in a large diversified transit operation is an asset.
- Possesses a valid Class 5 Alberta Drivers Licence.
- An equivalent combination of management approved training and education may be considered.

February 27, 2019