



Manager, Transit Operations

REGIONAL DISTRICT OF NANAIMO

Nanaimo, BC

The Manager, Transit Operations is responsible for the planning, organizing, and directing of transit activities for a transit system that will be seeing an anticipated 50% increase in growth over the next several years, and that connects not only the communities of the Regional District but also beyond, assisting citizens in getting to necessary social, educational, commercial and other services. The Manager oversees the regional transit system and the development and implementation of the overall transit business plan, providing leadership, direction, and support to the Transportation Services department by coaching and supporting team members in their duties, to meet service expectations, departmental goals, and objectives.

As the ideal candidate, you have progressed in your transit career to a leadership role, and have proven experience in leading both teams and growth across a complex, diverse and multi-stakeholder environment. You place considerable weight in the power of positive relationships and have the communications and listening skills needed to ensure priorities, concerns and perspectives are understood and addressed in a meaningful and respectful way. You are an effective leader with a reputation for working respectfully and productively with unions and exempt staff. You bring a demonstrated ability to plan, organize, coordinate and deliver transit services, projects, budgets, and programs. Your experience is augmented by a degree in a related field.

If this is the next step in your professional career, please submit your application to **Allison Rzen** and **Suchin Pawa** at www.pfmsearch.com.

The Regional District of Nanaimo (RDN) provides regional governance and services throughout Vancouver Island's beautiful central east coast. Communities within the region include the municipalities of Nanaimo, Lantzville, Parksville, and Qualicum Beach, as well as seven unincorporated Electoral Areas. Established in 1967, the RDN is one of British Columbia's most populous Regional Districts and home to more than 170,000. It is also an award-winning organization and develops and oversees innovative programs that effectively steward the region's environment and resources, and create a positive quality of life for residents.



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REGIONAL DISTRICT OF NANAIMO

JOB DESCRIPTION

POSITION TITLE: **MANAGER, TRANSIT OPERATIONS**

REPORTS TO: Senior Manager, Transportation Services

DIRECT REPORTS: Superintendent, Transit Operations (2)
Superintendent, Transit Planning and Scheduling
Superintendent, Fleet & Transit Service Delivery
Administrative Assistant (2)

POSITION SUMMARY:

Responsible for the planning, organizing, and directing of transit activities for the regional transit system and the development and implementation of the overall transit business plan. Provides leadership, direction, and support to the Transportation Services department by assisting team members in their duties, as required, to meet service expectations, departmental goals and objectives.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Reviews, adheres to, and directs the adherence to safe work procedures in the workplace and generally promotes a safe work environment.
2. Plans, monitors, evaluates, controls, and supervises the budgetary and staff resources allocated for the operation of Transportation Services.
3. Develops and implements policies and procedures required for the efficient and effective operations of the Transportation Services department.
4. Reviews innovative transportation technologies for the applicability to the Regional District and acts as the project manager in the planning and implementation of new transportation initiatives.
5. Establishes recommendations for staffing levels, qualification requirements, and training for transit.
6. Work with RDN departmental staff to implement RDN Asset Management working group objectives.
7. Responds to public inquiries according to the approved procedure and coordinates departmental communications with the public and other organizations.
8. Provides advice and implements policies and procedures related to the operation of fleets for the transit system.
9. Responds to all accidents in conventional and custom transit where public injury has occurred, liaising with site officials and appropriate government agencies.
10. Participates in accident and incident investigations as required, meeting regularly with ICBC and insurance provider to ensure claims costs are kept at a minimum to maximize discount.
11. In an emergency that requires the activation of the RDN's Emergency Operations Centre (EOC), may be called upon with other RDN employees and assigned a role and/or tasks to support the EOC. Courses and/or workshops may be offered by the RDN to support this role.
12. Develops, monitors, and manages five year programs for transit service levels as part of the transit business plan.

13. Establishes and maintains an effective working relationship with BC Transit, private industry, and other regional districts or municipalities on transit related matters.
14. Prepares and implements marketing plans that promote the Transportation Services department.
15. Researches, develops and prepares presentations for public engagements.
16. Prepares the departmental annual budget. Monitors and controls department spending to ensure the effective and efficient expenditure of funds allocated within the approved budget.
17. Performs administrative tasks such as issuing purchase orders, reviewing invoices and working within the parameters of the Transit budget.
18. Prepares reports and recommendations to the Senior Manager, Transportation Services for consideration by the Transit Select Committee and Regular Board meetings. Attends meetings as required.
19. Appoints, promotes, demotes, and disciplines staff in accordance with Personnel Policy. Provides recommendations with respect to work standards, staffing levels, and job performance reviews.
20. Identifies appropriate staff training needs and provides opportunities for skill development.
21. Performs other related duties as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

The ability to maintain positive internal and external working relationships is required, as is a demonstrated ability to plan, organize, coordinate and deliver transit services in a systematic and timely manner.

- Demonstrated ability to plan, organize, coordinate and deliver transit services in a systematic and timely manner.
- Proven skills in personnel supervision, leadership, team building and problem solving.
- Direct budgeting and financial analysis experience.
- Considerable knowledge of applicable regulations and legislation governing Transportation in British Columbia.
- Considerable knowledge of computer programs and transit support technology.
- Sound knowledge of the methods and principles utilized in transit training.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Demonstrated ability to work independently and in collaboration with others.
- Demonstrated ability to function as a team member, motivator and facilitator.
- Demonstrates ability to be flexible, prioritize tasks and responsibilities and complete duties and projects within allotted time.
- Demonstrated ability to provide effective consultation and customer service.
- Demonstrated ability to manage, plan, implement, organize and problem solve in a complex dynamic environment.
- Demonstrated ability to perform excellent written communication memos, letters and reports that reflect professional expertise.

REQUIRED EDUCATION AND EXPERIENCE:

Undergraduate degree in transportation planning, business administration or a related program, plus six years of related experience in a local or regional government setting, including three years in a supervisory capacity; or an equivalent combination of training and experience. Must have a valid Class 5 BC Vehicle Operators License.

Excellent supervisory, interpersonal, written, and verbal communication skills are essential, as is an ability to maintain positive internal and external working relationships. Demonstrated ability to plan, organize, develop, and implement projects, budgets, and programs in a systematic and timely manner.

October 7, 2022

Date

General/Senior Manager Concurrence

A handwritten signature in blue ink, consisting of several overlapping loops and strokes, positioned above a horizontal line.

A/CAO Concurrence