



## EMPLOYMENT OPPORTUNITY

### Manager, Transit Support Services

Permanent Full-Time  
Transportation Services  
Competition No.: 2025-1127



[www.rdn.bc.ca](http://www.rdn.bc.ca)



[rdncareers@rdn.bc.ca](mailto:rdncareers@rdn.bc.ca)

### SKILLS & ABILITIES

- Considerable knowledge of applicable regulations and legislation governing Transportation in British Columbia.
- Direct budgeting and financial analysis experience Ability to explain complex or politically sensitive issues to diverse audiences, including Board, senior leadership, and the public.
- Excellent oral and written communication skills; particularly the ability to build consensus facilitating positive working relationships with internal and external partners.

### APPLICATION DETAILS

To apply for this position, send your cover letter and resume to [rdncareers@rdn.bc.ca](mailto:rdncareers@rdn.bc.ca), clearly highlighting your education, experience, and qualifications relevant to the role. **Please quote 2025-1127 in the subject line of your email to ensure proper processing.**

**Applications will be accepted until:  
4:00 pm, on October 1, 2025**

*A Criminal Record Check including a Vulnerable Sector Check is a condition of employment with the Regional District of Nanaimo.*

*We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted.*



### ABOUT THE ROLE

The Regional District of Nanaimo is seeking a permanent full-time Manager, Transit Support Services with the Transportation Services department.

Reporting to the Senior Manager of Transportation Services, the Manager, Transit Support Services is responsible for leading and overseeing key operational functions that support the delivery of transit services across the Regional District of Nanaimo. This role provides strategic and day-to-day leadership to the dispatch, fleet maintenance, and road support teams, ensuring transit operations are safe, efficient, and reliable. Working collaboratively with the broader transit management team, the Manager plays a vital role in shaping the future of transit services through planning and coordination initiatives.

The position directly supervises the Transit Dispatchers (Custom and Conventional), Chief Mechanic, SmartBus Technologies Coordinator, and Road Support Agents to ensure seamless service delivery across all transit streams.

### QUALIFICATIONS

The ideal candidate will hold a degree in transportation planning, business administration, or a related field (such as urban planning, civil engineering, or public administration), along with at least six years of senior level experience in a local or regional government setting, preferably within transit or transportation, including a minimum of three years in a supervisory capacity. They will bring proven leadership skills in managing teams within complex, unionized, and multi-partner environments. A valid Class 5 BC Driver's License is required, and the candidate must either possess or be willing to obtain a Designated Inspection Facility Operator certificate. An equivalent combination of education and experience may also be considered.

### POSITION DETAILS

This is a permanent full-time exempt position offering 35 hours per week with a salary range of \$123,506 to \$141,726. This position offers a competitive benefits package including matching contributions to the Municipal Pension Plan and access to the RDN's flex days program.

**POSITION TITLE:**       **Manager, Transit Support Services**

**REPORTS TO:**       **Senior Manager, Transportation Services**

**DIRECT REPORTS:**   Transit Dispatchers (Custom and Conventional)  
                              Chief Mechanic  
                              SmartBus Technologies Coordinator  
                              Road Support Agents

## **POSITION SUMMARY**

Reporting to the Senior Manager, Transportation Services, the Manager, Transit Support Services leads and directs the planning, coordination and operational oversight of support functions essential for transit service delivery. This role manages and directs the dispatch, fleet maintenance and road support teams to ensure safe, efficient and reliable transit. While focused on the day-to-day execution of transit services, the Manager works closely with the transit management team to plan and coordinate the development of transit services for the future of the Regional District of Nanaimo.

The Manager, Transit Support Services supervises the Transit Dispatchers (Custom and Conventional), Chief Mechanic, SmartBus Technologies Coordinator and the Road Support Agents to ensure seamless service delivery across all transit streams.

## **PRIMARY DUTIES AND RESPONSIBILITIES**

### **Operational Stewardship**

- Directs, plans and coordinates Transit Support Services to ensure alignment with the RDN's objectives, Collective Agreement and regulatory requirements.
- Participates in the development of strategic and operational planning in conjunction with the transit management team as appropriate.
- Informs the development and leads the implementation of RDN's Transit Support Services strategy, ensuring alignment with the RDN's strategic plan and operational goals.
- Oversees the day-to-day operations of RDN's Transit Support Services, ensuring alignment with RDN's objectives, Collective Agreement and regulatory requirements.
- Collaborates with other Transit managers on key projects, initiatives and communications.
- Develops and implements policies and procedures required for safe, efficient and effective transit dispatch and fleet maintenance and on-road support.
- Prepares the Support Services annual budget for approval by the Senior Manager and monitors and controls spending to ensure effective and efficient expenditure within the approved budget
- Oversees and works in conjunction with the planning teams from RDN, BC Transit, and local municipalities to create schedules that meet service demands.
- Prepares reports and recommendations to the Senior Manager for consideration by the Committee of the Whole, Board, and various advisory committee meetings, and attends meetings as required.
- Assists with operational projects relating to on road transit performance and/or transit ridership (i.e. Automatic Vehicle Locator (AVL), Automatic People Counters (APC), transit stops, benches, shelters, as required.
- Coordinates and facilitates bus shelter and street furniture requests for participating Electoral Areas/Municipalities through the BC Transit Bus Shelter Program.
- Collaborates with Transportation leadership to deliver on-call support on a rotating schedule.
- Provides input and regular updates to support the Senior Manager in the development and implementation of asset management strategies that promote sustainable and cost-effective transportation infrastructure.

# Job Description

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- Contributes feedback and operational insights to assist the Senior Manager in maintaining and refining business continuity plans that safeguard service delivery and mitigate reputational risks.

## Shop Operations

- Oversees the review of operator pre/post inspection reports and with Chief Mechanic coordinates maintenance and repair activities for transit, conventional and custom operations.
- Directs Chief Mechanic in managing spare parts inventory, shop tools and repair equipment.
- Oversees the bi-annual BC Transit inspection, covering Transit Operations, Safety & Training, and Safety & Security across both the custom and conventional systems. In addition, oversees the annual Commercial Vehicle Safety and Enforcement (CVSE) inspection pertaining to vehicle safety, maintenance records, facility compliance and authorized inspectors (certified mechanics).
- Ensures the bus fleet and operational vehicles are properly insured.
- Oversees facility repairs, snow removal and custodial services ensuring that all operational needs are addressed in a timely manner and contracts are current.
- Meets with ICBC and insurance providers to ensure claim costs are kept to a minimum to maximize discount.

## People and Culture Leadership

- Leads, mentors and develops direct reports, fostering a culture of accountability, innovation, and continuous learning and improvement.
- Provides recommendations to the Senior Manager with respect to work standards, staffing levels, and job performance.
- Directs the appointment, promotion, and demotion of staff and provides effective recommendation to the Senior Manager in relation to the dismissal of staff within established personnel policies
- Participates in the screening and selection of assigned personnel.
- Facilitates annual performance planning of all direct reports.
- Plans and supervises the scheduling and assigning of duties to employees, managing leave of absences, vacation requests, banked time off and shift change requests while ensuring adequate staffing levels.
- Ensures that staff have access to appropriate training programs and supervisory skill development.

## Employee Relations

- Partners with HR/Employee Relations Specialist to ensure consistent and proper adherence to the Collective Agreement.
- Initiates and supports fair and impartial responses to employee complaints, ensuring prompt reporting to the appropriate personnel, maintaining confidentiality, cooperating fully with investigators, following collective agreement and implementing recommended actions.
- Supports and cooperates with HR/Employee Relations Specialist when they are conducting employee investigations related to Transit Operations fairly, consistently, confidentially, and in compliance with RDN policies and Collective Agreement, and in consultation with Senior Manager as required.
- Collaborates with HR/Employee Relations Specialist to respond to employee complaints related to Transit Operations, and in consultation with the Senior Manager, and Human Resources represents RDN in grievance procedures under the Collective Agreement.
- Coordinates, with support from HR/Employee Relations, workforce adjustments.
- Collaborates with HR/Employee Relations Specialist to draft communications (e.g., memos) to staff on practice or contract changes in alignment with RDN policy and the Collective Agreement for approval by the Senior Manager.
- Contributes actively to strike management and reporting to senior management, should the need arise.
- Assists the Human Resources and Safety Department with organization-wide initiatives, programs and projects as required.

## Health and Safety

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- Reviews, adheres to, and directs the adherence to safe work procedures in the workplace and generally promotes a safe work environment.
- Participates in accident and incident investigations as required.
- Responds, along with other RDN employees, to emergency situations requiring the activation of RDN's Emergency Operations Centre (EOC) and assumes assigned roles and/or tasks to support the EOC, training for such roles will be provided or supported by the RDN.

## **RDN Partner Engagement**

- Establishes and maintains an effective working relations with BC Transit, private industry, and other regional districts and municipalities.
- Responds to public inquiries and complaints according to approved procedures.

## **Administration**

- Performs administrative tasks such as issuing purchase orders, reviewing and approving invoices, and operating within the parameters of the budget.
- Processes and authorizes cheque requisitions and electronic purchase approval workflows in alignment with organizational policies and budgetary controls.

## **REQUIRED EDUCATION AND EXPERIENCE**

- Degree in transportation planning, business administration or a related discipline.
- Demonstrated 6 years of related experience at a senior level in a local or regional government setting, ideally within the transit/transportation realm, including 3 years of supervisory experience.
- Experience in leading people in a complex, diverse and multi-partner, unionized environment.
- Holds, or is willing to obtain the Designated Inspection Facility Operator certificate
- An equivalent combination of training and experience may be considered.
- Valid Class 5 BC Vehicle Operators License.

## **REQUIRED SKILLS AND ABILITIES**

- Ability to provide strategic direction and leadership to direct reports and ongoing support for their performance and career development.
- Considerable knowledge of applicable regulations and legislation governing Transportation in British Columbia.
- Ability to manage, plan, implement, organize and problem solve in a complex dynamic environment.
- Exercises sound judgment in navigating complex environments, including unionized settings, to ensure effective decision-making and operational efficiency.
- Direct budgeting and financial analysis experience.
- Excellent oral and written communication skills; particularly the ability to build consensus facilitating positive working relationships with internal and external partners.
- Considerable knowledge of computer programs and transit support technology.
- Well organized and self-managed with strong ability to prioritize and manage multiple tasks.
- High levels of professional effectiveness, collaboration, integrity, optimism, and energy.