



EMPLOYMENT OPPORTUNITY

Assistant Manager, Transit Operations

Permanent Full-Time
Transportation Services
Competition No.: 2025-1128



www.rdn.bc.ca



rdncareers@rdn.bc.ca

SKILLS & ABILITIES

- Familiarity with transit-related regulations, legislation, and best practices that govern transportation in British Columbia.
- Understanding of transit training methods and principles, with a focus on on-the-job coaching and skills development.
- Demonstrated ability to lead and mentor a team, providing day-to-day guidance and development while fostering a culture of accountability and continuous learning.

APPLICATION DETAILS

To apply for this position, send your cover letter and resume to rdncareers@rdn.bc.ca, clearly highlighting your education, experience, and qualifications relevant to the role. **Please quote 2025-1128 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 Assistant Manager, Transit Operations, with the Transportation Services department.

Reporting to the Manager, Transit Operations, the Assistant Manager, Transit Operations, plays a key role in supporting conventional and custom transit operators to ensure seamless and efficient service delivery that reflects RDN's goals, adheres to established policies, and complies with the Collective Agreement. Additionally, this role is instrumental in cultivating a collaborative and positive employee relations environment. The Assistant Manager supervises the Custom Transit Operators.

QUALIFICATIONS

The ideal candidate will have a degree in transportation planning, business administration, or a related discipline, along with a minimum of four years of progressively responsible experience in transit or transportation operations within a local or regional government setting. This includes at least one year in a supervisory or team leadership role. They will have experience working in complex, diverse, and unionized environments, and possess practical knowledge of budget preparation, financial monitoring, and reporting. A valid Class 5 BC Driver's License is required, and an equivalent combination of education and experience may be considered.

POSITION DETAILS

This is a permanent full-time exempt position offering 35 hours per week with a salary range of \$ \$109,224 - \$125,337. 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: Assistant Manager, Transit Operations

REPORTS TO: Manager, Transit Operations

DIRECT REPORTS: Custom Transit Operators

POSITION SUMMARY

Reporting to the Manager, Transit Operations, the Assistant Manager, Transit Operations plays a key role in supporting conventional and custom transit operators to ensure seamless and efficient service delivery that reflects RDN's goals, adheres to established policies, and complies with the Collective Agreement. Additionally, this role is instrumental in cultivating a collaborative and positive employee relations environment. The Assistant Manager supervises the Custom Transit Operators.

PRIMARY DUTIES AND RESPONSIBILITIES

Operational Stewardship

- Participates in the development of strategic and operational planning in conjunction with the transit management team as appropriate.
- Supports the development and implementation of RDN's Transit Operations strategy, ensuring alignment with the RDN's strategic plan and operational goals.
- Supports oversight of the day-to-day operations of RDN's Transit Operations, ensuring alignment with RDN's objectives, Collective Agreement and regulatory requirements.
- Collaborates with other Transit managers on key projects, initiatives and communications.
- Assists in developing and refining policies and procedures to ensure safe, efficient, and effective Transit Operations.
- Assists the Manager, Transit Operations in preparing the sub-department annual budget.
- Assists the Manager, Transit Operations in the development and implementation of asset management strategies to ensure the sustainable, cost-effective and reliable operation of the transportation infrastructure and equipment.
- Assists the Manager, Transit Operations in development and maintenance of business continuity plans to ensure Transportation Services can respond effectively to disruptions and maintain critical service delivery.
- Supports in the provision of relevant background or reference materials to inform decision-making reports to the Manager, Transit Operations for consideration by the Committee of the Whole, Board and various advisory committees, including attendance at meetings as required.
- Provides backup support to the Manager, Transit Operations as required, stepping in when necessary to ensure seamless operations, timely decision-making, and adherence to RDN's standards and objectives.
- Supports Transportation leadership to deliver management on-call support on a rotating schedule.

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 Manager with respect to work standards, staffing levels, and job performance.
- Participates in the screening and selection of assigned personnel.
- Facilitates annual performance planning for all direct reports.
- Plans and supervises the scheduling and assigning of duties to direct reports, managing leave of absences, vacation requests, banked time off and shift change requests while ensuring adequate staffing levels.

Employee Relations

- Supports Manager, Transit Operations with responses to employee complaints, ensuring prompt reporting to the appropriate personnel, maintaining confidentiality, cooperating fully with investigators, following the collective agreement and implementing recommended actions.
- Supports, Manager, Transit Operations 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.
- Contributes actively to strike management and reporting to senior management, should the need arise.
- Supports employee investigations in compliance with RDN policies and Collective Agreement.

Training and Development

- Coaches and supports transit operators on the rules, regulations, and safety practices at the RDN and according to BC Transit.
- Ensures the safety of employees and the public through the facilitation and enforcement of operational training programs, refresher training, customer service workshops and all other related training that is required.
- Ensures that all direct reports have access to appropriate training programs and supervisory skill development.

Health and Safety

- 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.
- Collaborates with HR/Employee Relations as directed to respond to employee health and safety concerns related to Transit Operations.
- Supports emergency operations by assisting with the coordinated response protocols, including potential activation tasks related to the RDN Emergency Operations (EOC).
- Responds to all accidents in custom transit where public injury has occurred, liaising with site officials and appropriate government agencies.

RDN Partner Engagement

- Builds strong relationships with union representatives, industry peers, regional transit authorities, and other key partners to foster an environment of open communication and collaboration.
- Assists in coordinating efforts with external parties such as ICBC, insurers, municipal officials, first responders and event organizers.
- Responds to public inquiries and complaints according to approved procedures.

Administrative Support

- Performs administrative tasks such as issuing purchase orders, reviewing and approving invoices, and operating within the parameters of the budget.
- Provides support with data collection, report drafting, and record keeping facilitating informed decision-making by senior leadership.
- 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 related discipline.
- Demonstrated four years of progressively responsible experience in transit or transportation operations within a local or regional government setting, including a minimum of one year in a supervisory or team-leading role.
- Experience working in a complex, diverse and multi-partner, unionized environment.

Job Description

- Practical experience in assisting with budget preparation, financial monitoring, and reporting processes.
- Valid Class 5 BC Vehicle Operators License.
- An equivalent combination of training and experience may be considered.

REQUIRED SKILLS AND ABILITIES

- Demonstrated ability to lead and mentor a team, providing day-to-day guidance and development while fostering a culture of accountability and continuous learning.
- Proven capability in collaborating with various internal and external partners to support operational goals.
- Familiarity with transit-related regulations, legislation, and best practices that govern transportation in British Columbia.
- Proficiency in the use of transit support technologies and computer programs to enhance operational efficiency.
- Understanding of transit training methods and principles, with a focus on on-the-job coaching and skills development.
- Excellent oral and written communication skills, with the ability to clearly articulate ideas and build consensus among team members and partners.
- Strong interpersonal skills that enable effective collaboration in a fast-paced, dynamic environment.
- Exceptional organizational and multi-tasking skills.
- A self-driven and proactive approach, complemented by high levels of professionalism, integrity, and optimism.