

Position Identification

Position Title	Manager, Maintenance Operations		
Position Replaces	Manager, Maintenance Services		
Position Level	Manager	Position Code	1830
Pay Band	Exempt Band 6	Date (last revised)	Aug-25
Supervisor Title	Director, Maintenance Operations	Sup. Position Code	1139
Additional Requirement	CRC	Shift Work	
Exclusion Rationale	On File	Flexible Work Arrangement	N/A
Division	Operations		

Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

Our Mission: Delivering transportation services you can rely on

Department Summary

The Victoria Regional Transit System (VRTS) is responsible for the delivery of transit service within Victoria. The VRTS operates 24/7 and 365 days per year with the main objective of ensuring safe, reliable and a customer centric service that consistently meets expectations.

The Maintenance Services department of BC Transit is responsible to sustain and perform preventive maintenance activities on the fleet and infrastructure assets assigned to the Victoria Regional Transit System (VRTS). This 'core' team works hard every day to provide clean, safe and reliable buses for our riders.

Job Overview

Reporting to the Director, Maintenance Operations the Manager, Maintenance Operations is responsible for managing repair and maintenance activities for BC Transit's fleet and facility assets within the Victoria Regional Transit System (VRTS), based at either the Langford Transit Centre (LTC) or Victoria Transit Centre (VTC). The positions oversee a large team of supervisors, and skilled trades employees to ensure assigned assets are consistently available, reliable, clean and safe.

Key Accountabilities and Expectations

Leadership	<ul style="list-style-type: none"> • Directs, oversees, supports and actively manages a team of Shift Managers and a large team of trade and non-trade personnel • Provides leadership, coaching, and performance management of direct reports ensuring their performance aligns with BC Transit values • Supports employees in achieving their professional growth goals by aligning their career aspirations with organizational objectives, identifying skill gaps and fostering employee engagement within the organization • Oversees the planning and scheduling of work per the established maintenance programs, providing continuous feedback to direct reports
Labour Relations	<ul style="list-style-type: none"> • Build and maintain open, collaborative relationships with union representatives • Ensures adherence to the collective agreements and support grievance and arbitration processes • May participate in bargaining activities as required
Health, Safety and Environment	<ul style="list-style-type: none"> • Ensures Champions a strong safety culture, ensuring compliance with health, safety and environmental standards, policies, and legislation • Supports workplace risk assessments, participates in incident investigations, and follow-up actions • Collaborates with Abilities Management on the StayOnboard Program and support safe return-to-work initiatives • Oversees response and corrective action for unplanned environmental releases (e.g., spills)
Maintenance Operations	<ul style="list-style-type: none"> • Responsible to implement, coordinate and execute the planned and scheduled repair and maintenance activities for the VRTS fleet and facility assets • Monitor equipment status, inventory, spare ratios and contingency fleet, working to minimize downtime • Ensure maintenance of yards, buildings, infrastructure and equipment to support operational readiness • Collaborate with Operations department to address service concerns and ensure reliable equipment availability • Supports the planning, acquisition and commissioning of new shop equipment or technologies • Proactively identify resource constraints and balance workloads during peak periods

Data Systems and Reporting	<ul style="list-style-type: none"> • Ensures accurate and timely maintenance records within BC Transit's systems (e.g., JD Edwards, Trapeze, Fuel Master, JIRA, Hubble) • Supports data management program(s) including data quality, audits, standards, KPIs, dashboards, and business analytics • Develop and monitor departmental KPIs, aligned with industry best practices, and communicate results
Financial Responsibility	<ul style="list-style-type: none"> • Assists in developing and managing annual department budgets, capital projects, and operating business cases • Monitor and control expenditures, ensuring adherence to the approved budgets
Stakeholder and Cross-Departmental Coordination	<ul style="list-style-type: none"> • Liaises with internal departments to ensure alignment on equipment standards, parts requirements, schedules and budgets • Support Fleet and Infrastructure Management in developing and refining standard jobs, documentations, and repair procedures • Foster a strong cross-departmental relationship to ensure consistency in actions and priorities
Additional Duties	<ul style="list-style-type: none"> • Liaises with colleagues and counterparts in the public transit industry to exchange information and discuss strategies regarding common issues, innovations and best practices • Lead continuous improvement efforts, fostering innovation to maximize efficiency, cost effectiveness and safety • Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	<ul style="list-style-type: none"> • Post secondary degree in a related field • Maintenance Technician/Technologist, Certified Tradesman and Red Seal is required • Commercial Vehicle Safety and Enforcement (CVSE) Facility Operator Certificate is required
Experience	<ul style="list-style-type: none"> • Five (5) years experience leading teams in a shop or technical mechanical environment • Background in transit, trucking or broader transportations industry • Experience working within a complex unionized environment, with strong knowledge of collective agreements and labour relations. • Advanced knowledge of repair, maintenance and overhaul practices for buses, heavy duty vehicles, and related equipment, with a general understanding of facilities infrastructure and tooling • In-depth knowledge of CVSE and National Safety Code regulations and requirements • Familiarity with fleet management systems (e.g., EAM, JD Edwards, Trapeze) and diagnostic tools
Key job-specific competencies	<ul style="list-style-type: none"> • Strong workforce planning and shift coordination skills to support 24/7 operations • Skilled in project costing, budgeting, and expenditure control • Demonstrated leadership, coaching, and interpersonal skills, with experience developing staff in a unionized environment • Excellent negotiation, conflict resolution and interpersonal skills • Analytical thinker with strong attention to detail, prioritization, and execution skills • Proficient in MS Office suite and Enterprise Resource Planning
Willingness Statement	<ul style="list-style-type: none"> • This position work on site and must be willing to support the various shifts and depots after hours when required • Maintain CVSE Facility Operator license(s) in conjunction with CVSE regulations