

## Position Identification

<b>Position Title</b>	Manager, Transit System Operations		
<b>Position Replaces</b>	Manager, Transit Control and Supervision Manager, Operations Control		
<b>Position Level</b>	Manager	<b>Position Code</b>	1700
<b>Pay Band</b>	Exempt Band 6	<b>Date (last revised)</b>	May -24
<b>Supervisor Title</b>	Director, Victoria Operations	<b>Sup. Position Code</b>	1059
<b>Additional Requirement</b>	CRC	On-Call	
<b>Exclusion Rationale</b>	Yes	<b>Flexible Work Arrangement</b>	Flexible Work
<b>Division</b>	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 Operations Department is responsible for the delivery of transit service within the Victoria Regional Transit System (VRTS). 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 VRTS Operations department is responsible for leading transit operators, transit supervisors, controllers, dispatchers and administrative support staff in achieving this objective.

## Job Overview

Reporting to the Director, Victoria Operations Support, the Manager, Transit System Operations is responsible for overseeing activities to monitor and increase the safety and reliability of service on the road. This includes leadership of both management and unionized staff within the Transit Control Centre and Transit Supervisor team with the objective of ensuring service is delivered safely and reliably. This position is critical in ensuring a consistent, performance-oriented approach to policies and procedures that impact service delivery as well as achieving effective communication with Transit Operators to provide support and guidance.

## Key Accountabilities and Expectations

Key Accountability	Expectation
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Accountable for the Transit Control Centre and the Transit Supervisors and their operation responsibility for delivering safe, effective and reliable transit service.</li> <li>Accountable for 24/7 duty monitoring in conjunction with Transit Operations Managers and other Operations Management staff.</li> <li>Ensures real-time information is being used effectively to monitor and influence service reliability and identify continuous improvement opportunities.</li> <li>Directs the work of Transit Operations Managers to ensure ongoing, effective communication amongst VRTS operational employees to support on-road activities</li> <li>Enables proactive management of on road incidents and service impacts to meet safety and system performance targets.</li> <li>Accountable for the response to major transit service disruptions. Ensures a strong presence on the scene and directs the restoration of service initiating necessary investigations.</li> <li>Accountable for delivery of 24/7/365 System Control Services to all Transit Systems in BC.</li> <li>Accountable for critical incident response within the VRTS, including communication, liaison with other organizations and escalation to higher levels as required.</li> <li>Provides guidance to the conduct of after-action reviews of critical incidents with impacted teams, produces recommendations to increase safety, consistency and reliability.</li> </ul>
<b>Financial Responsibility</b>	<ul style="list-style-type: none"> <li>Holds budget accountability for Transit Control and the Transit Supervisors.</li> <li>Accountable for the development and management of annual staffing budgets, monitoring expenses and reports on budget utilization.</li> <li>Manages BC Transit system requirements including coding, work orders and invoicing.</li> </ul>
<b>Relationship Building</b>	<ul style="list-style-type: none"> <li>Supports the Manager Corporate Security and Emergency Services in managing the radio communication system program. Ensures the team stays connected with emerging trends in technology (Radio, Provincial Reporting System, PPM and GPS systems)</li> <li>Ensures alignment of efforts with other key partners within VRTS Operations including Dispatch and the Operator Support Managers.</li> <li>Works proactively across BC Transit to develop and maintain relationships to enhance the service reliability and safety of the VRTS.</li> </ul>

<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Supports and guides excluded staff in carrying out staffing actions within the department. Including recruitment and selection, scheduling, supervision, development, performance management and all other people management practices.</li> <li>• Collaborates with internal partners to develop forward facing staffing strategy to account for current and future challenges.</li> <li>• Formulates Briefing Notes and Business Cases to support future expansion.</li> <li>• Develops strategy for career development across the team, including seeking funding for education and training.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Assists in the leading and managing of projects and department/corporate procedures as assigned.</li> <li>• Supports the development and implementation of VRTS and BC Transit strategic workplans on a yearly basis.</li> <li>• Performs related duties in keeping with the purpose and accountabilities of the job.</li> </ul>

<b>Summary of Qualifications and Job Specific Competencies</b>	
<b>Education</b>	<ul style="list-style-type: none"> <li>• University degree in a related field.</li> <li>• Further education in business, operations, leadership or a related field is considered an asset.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Five (5) years of progressive supervisory experience; working in a unionized environment an asset.</li> <li>• Experience as a transit supervisor and/or controller is preferred.</li> <li>• An equivalent combination of education and experience may be considered.</li> </ul>
<b>Key job-specific competencies</b>	<ul style="list-style-type: none"> <li>• Completion of courses or experience in dealing with vehicle accident investigations is an asset.</li> <li>• Sound knowledge and understanding of legislation pertaining to the Criminal Code and Charter of Rights; concepts, practices, technology and techniques related to security as well as the BC Transit Safety and Conduct regulations.</li> <li>• Previous supervisory experience is required preferably in a unionized environment.</li> <li>• Knowledge of the practices and techniques of public transportation systems and fleet operations an asset.</li> </ul>
<b>Willingness Statement</b>	<ul style="list-style-type: none"> <li>• The position requires working a variety of shift schedules including days, evening, nights weekends, and/or on-call</li> </ul>