

Position Identification

Position Title	Operations Implementation Manager		
Position Replaces	N/A		
Position Level	Employee	Position Code	2062
Pay Band	Exempt Band 4	Revision Date	May-25
Supervisor Title	Manager, Operational Implementation and Standards	Sup. Position Code	1545
Additional Requirement	CRC	N/A	
Exclusion Rationale	On File	Flexible Work Arrangement	Flexible Work
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 Operational Initiatives and Standards team is dedicated to driving operational efficiency, effectiveness, and project delivery across the operations division. Our mission is to develop and implement strategic initiatives, optimize processes, and deliver operational projects that support transit system performance.

Job Overview

Reporting to the Manager, Operational Implementation and Standards, the Operations Implementation Manager is responsible for leading the execution of new operational initiatives, systems, projects, and processes that impact the delivery of conventional and custom transit delivery. This role ensures that changes are implemented effectively, efficiently, and in alignment with organizational goals. As the primary contact for Operating Partners during periods of significant operational change, the Operations Implementation Manager plays a key role in ensuring their success. They are accountable for achieving operational readiness for assigned projects, working collaboratively with internal teams and external partners to ensure seamless implementation and sustainable results.

Key Accountabilities and Expectations

Key Accountability	Expectation
Project Planning and Execution	<ul style="list-style-type: none"> • Responsible for operational readiness of assigned project or initiative • Serves as the liaison between Operations and various Project Delivery teams to ensure effective coordination and execution of projects • Monitor project milestones and proactively identify and resolve operational risks or issues • Support the development and delivery of training programs for front-line staff • Provide ongoing operational input into project design and planning phases • Document lessons learned and contribute to continuous improvement in implementation practices • Coordinate operational handover processes and confirm transit system is prepared for service delivery • Participate in site testing, commissioning, and validation activities as required • Ensure that all operational components of projects are delivered to a state of readiness for service launch
Stakeholder Relations	<ul style="list-style-type: none"> • Act as the primary point of contact for Operating Partners throughout project implementation, ensuring they are supported and set up for success • Collaborate with cross-functional teams (e.g., Fleet, IT, Infrastructure, Safety, and Operations) to align implementation plans with operational requirements
Continuous Improvement and Change Management	<ul style="list-style-type: none"> • Maintains regular communication with Regional Operations Managers through frequent travel to their operating regions, driving continuous improvement, supporting operational excellence • Drive sustainment and continuous improvement after project implementation while working with stakeholders • Understand current and future operating processes to aide development of change impact assessment
People Leadership	<ul style="list-style-type: none"> • Oversees assigned Project Coordinator, including selection, scheduling, work assignment and review • Provides leadership, coaching, and performance management of direct reports to ensure alignment with BC Transit's values • Support employees in achieving their professional growth by aligning career development with organizational objectives, identifying skill gaps and fostering a culture of engagement and continuous learning

Additional Duties	<ul style="list-style-type: none"> • Performs related duties in keeping with the purpose and accountabilities of the job
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Summary of Qualifications and Job Specific Competencies	
Education	<ul style="list-style-type: none"> • Post secondary degree in business, project management or a related field. • Project Management Professional (PMP) designation is an asset
Experience	<ul style="list-style-type: none"> • Five (5) years related experience in a transportation operations environment • Experience with BC Transit operating environment, including service delivery, vehicle operations, maintenance, and scheduling • Familiarity with a unionized environment is considered an asset. • An equivalent combination of education and experience may be considered
Key job-specific competencies	<ul style="list-style-type: none"> • Stakeholder Engagement – Adept at building trusted relationships with internal teams and external partners to align expectations and drive outcomes • Operational Readiness Planning – Ability to assess, plan, and coordinate operational elements to ensure seamless service launch. • Issue and Risk Management – Proactively identifies, assesses, and mitigates operational risks throughout project lifecycle. • Change Navigation – Applies change management principles to support adoption, minimize disruption, and sustain improvements • Organizational Skills – Demonstrates strong ability to prioritize tasks, manage competing deadlines, and coordinate multiple initiatives efficiently. • Analytical Thinking – Applies critical thinking to interpret data, evaluate operational performance, and inform decision-making • Clear and Professional Communication – Communicates effectively with diverse stakeholders through written, verbal, and presentation formats
Willingness Statement	<ul style="list-style-type: none"> • Willingness to travel throughout the province as required • Must have clear driver's abstract