

Position Identification			
Position Title	Operator Support Manager		
Position Replaces	Manager, Service Delivery		
Position Level	Manager	Position Code	1093
Pay Band	Exempt Band 5	Date (last revised)	May-24
Supervisor Title	Senior Operator Support Manager	Sup. Position Code	1059
Additional Requirement	CRC	On-Call	
Exclusion Rationale	Yes	Flexible Work Arrangement	N/A
Division	Operations		

Organizational Description
<p>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.</p> <p>Our Mission: Delivering transportation services you can rely on</p>

Department Summary
<p>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.</p> <p>The VRTS Operations department is responsible for leading transit operators, transit supervisors, controllers, dispatchers and administrative support staff in achieving this objective.</p>

Job Overview
<p>The Operator Support Managers (OSMs) are responsible for the Operators who deliver service to customers in the VRTS. The OSMs provide effective leadership to a large group of direct reports through limited contact with the objective of ensuring safe, reliable and customer centric service that consistently meets expectations. They are the key point of contact for the Operators and are</p>

responsible for recognizing their achievements, monitoring their engagement, development and overall wellbeing which begins at the recruitment stage and continues throughout their career.

Key Accountabilities and Expectations

Key Accountability	Expectation
Labour Relations	<ul style="list-style-type: none"> • Maintains an understanding of current Unifor / BC Transit Collective Agreement to effectively and consistently interpret and apply the language as required. • Ensures the consistent application of appropriate collective agreement rules in all operator interactions. This includes investigating incidents and applying progressive discipline processes that remain consistent, professional and timely. • Adjudicates, mediates or resolves employee complaints or conflicts on an as and when needed basis. • Maintains a positive labour relations environment.
Incident Investigation	<ul style="list-style-type: none"> • Investigates complex customer relation / operator issues that may arise during service delivery, providing immediate resolution where and when possible. • Receives, investigates and makes every effort to resolve verbal and written complaints from the public, collaborating with relevant partners as needed. • Works with internal stakeholders to conduct investigations and prepare related reports; provides operational input to the VRTS Leadership team and assists in the development and implementation of policies, procedures, standards and systems to optimize program effectiveness for all areas of accountability.
Performance Management	<ul style="list-style-type: none"> • Manages the performance of 100+ transit operators in the day-to-day delivery of Victoria transit services through coaching, mentoring and career development using existing programs. • Regularly manages operator attendance. • Collaborates with People & Culture, Abilities Management, VRTS Leadership team and other related partners to ensure that resources are effectively and efficiently utilized to support Operators.
People Leadership	<ul style="list-style-type: none"> • Actively participates in the Operator recruitment process, providing advice and feedback to the recruiting team, including interviewing potential candidates, and participating in career fairs. • Mentors, coaches, evaluates and provides direct feedback to new Operators during the probationary period, including passing, failing, or extending an Operator's probation. • Acts as the primary point of contact for Operator's learning and career development and identifies potential internal growth opportunities.

	<ul style="list-style-type: none"> • During critical incidents, follows up on the Transit Operator’s wellbeing, provides resources, and supports the operators return to work. • Maintains in-depth knowledge of all corporate policies, procedures, and forms to ensure operators know what resources are available to them and where/how to access them. • Acts as the primary point of contact for Operator’s retirement inquiries; provides advice and direction on various retirement forms and processes including planning of the retirement celebration. • Provides coaching, mentorship and development to the Operations Clerk and Operations Assistant positions, including temporary supervision as required.
Employee Engagement	<ul style="list-style-type: none"> • Regularly interacts with operators “on the road”, providing recognition at transit exchanges and during ‘ride-alongs’ monitoring operator interactions with a goal to develop and maintain proactive and positive relationships. • Communicates and celebrates performance recognition from the public or other sources ensuring Operator specific feedback and accolades are documented where possible in the personnel file. • Monitors, responds and proactively directs the improvement of overall workplace satisfaction for Operators. • Directs, plans and executes all Operator staff engagement and recognition.
Additional Duties	<ul style="list-style-type: none"> • Develops and maintains effective communications and collaborative working relationships across interrelated departments. • Provides after hours on-call support for operators on a rotational schedule with other managers that includes the coordination of resources, support and emergency contact communication. • Contributes to Operations committees as a subject matter expert on the Operators’ best interests, providing advice and direction to the committee and communicating involvement with the team. • Implements and maintains safe work practices and sets the example for others to follow. • 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"> • Grade 12 Diploma or equivalent • Further education in business, operations, leadership or a related field is considered an asset.
Experience	<ul style="list-style-type: none"> • Five (5) years progressive management experience; working in a unionized environment with a strong focus on coaching and mentoring for continuous performance improvement. • Previous experience building strong working relationships and utilizing superior communication skills in order to effectively manage a large employee group. • An equivalent combination of education and experience may be considered.
Key job-specific competencies	<ul style="list-style-type: none"> • Demonstrated ability to successfully implement change management and people management. • Demonstrated ability to apply critical thinking and creativity in problem solving to resolve complex issues and achieving corporate requirements. • Knowledge of the practices and techniques of public transportation systems and fleet operations an asset.
Willingness Statement	<ul style="list-style-type: none"> • The position requires working a variety of shift schedules including days, evening, nights weekends, and/or on-call