

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)	Apr-25
Supervisor Title	Director, Victoria Service Delivery	Sup. Position Code	1951
Additional Requirement	CRC	On-Call	Shift Work
Exclusion Rationale	Yes	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.

Job Overview

Reporting to the Director, Victoria Service Delivery, the Operator Support Managers (OSMs) are responsible for supporting and managing Transit Operators who deliver frontline service to customers in the VRTS. The OSMs provides effective leadership to a large group of employees through a relationship-based approach that prioritizes operator engagement, recognition, and well-being.

As the primary contact for Operators, the OSMs play a key role from recruitment through retirement, ensuring Operators set up for success and supported throughout their careers. This includes mentoring, monitoring performance, addressing concerns, and fostering a safe, inclusive, and customer-focused work environment. The OSMs work collaboratively across

departments to uphold a high standard of service and operational excellence while promoting positive labour relations.

Key Accountabilities and Expectations

Key Accountability	Expectation
Labour Relations	<ul style="list-style-type: none"> • Maintains current knowledge of the Unifor/BC Transit Collective Agreement and ensures its consistent and effective interpretation and application • Applies collective agreement provisions professionally and consistently in all operator interactions, including investigation of incidents and the application of progressive discipline • Adjudicates, mediates and resolves employee complaints and conflicts as needed • Supports and sustains a positive labour relations environment, fostering open communication and trust
Incident Investigation	<ul style="list-style-type: none"> • Investigates complex customer service or operator conduct issues that arise during service delivery, providing timely and appropriate resolutions • Handles verbal and written complaints from the public, collaborating with relevant internal stakeholders to ensure effective and empathetic resolution • Leads and contributes to investigations, prepares comprehensive reports, and provides operational input to the VRTS Leadership team to support the development and continuous improvement of policies, procedures, and operational standards • Supports the Preventability and Correctability Adjudication Process for operator incidents, contributing informed and fair assessments
Performance Management	<ul style="list-style-type: none"> • Works collaboratively with team members to manage and support the performance of over 600 Transit Operators through coaching, mentoring and career development • Monitors and manages operator attendance, ensuring appropriate follow-up and support where necessary • Collaborates with People & Culture, Abilities Management, and other stakeholders to optimize the use of resources in supporting Operators success and wellbeing
People Leadership	<ul style="list-style-type: none"> • Actively participates in the Operator recruitment process, including candidate interviews, evaluation and career fair participation • Provides coaching and performance feedback to new Operators during the probationary period, including decisions on probation completion, extension or termination • Serves as the primary point of contact for Operator learning, career development and internal growth opportunities

	<ul style="list-style-type: none"> • Follows up with Operators after critical incidents, ensuring access to appropriate support and facilitating successful return-to-work transitions • Maintains and shares up-to-date knowledge of corporate policies, procedures, and resources to ensure Operators are informed and supported • Acts as the first point of contact for retirement inquiries, offering guidance and support through the process, including planning of retirement celebration
Employee Engagement	<ul style="list-style-type: none"> • Engages with Operators regularly on the road and at transit exchanges, providing recognition, conducting ride-alongs and building proactive, positive relationships • Communicates and celebrates positive performance feedback and public recognition, documenting accolades in personnel file where possible • Leads initiatives to enhance workplace satisfaction for Operators, using data, feedback and engagement practised to proactively address concerns • Plans and executes all engagement and recognition activities, building a culture of appreciation and inclusion.
Additional Duties	<ul style="list-style-type: none"> • Develops and maintains effective cross-functional relationships to enhance service delivery and team alignment • Contributes to internal committees as a subject matter expert on Operators needs and perspectives, and communicated committee outcomes back to the team • 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 complex unionized environment with a strong focus on coaching and mentoring for continuous performance improvement. • Previous experience building strong working relationships and utilizing 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 statutory holidays • The position demands a high degree of flexibility, as the incumbent may be required to work irregular or extended hours—particularly during emergencies, service disruptions, or special events - to ensure timely resolution and maintain operational continuity • Participation in an on-call rotation is required to provide after-hours support • Compensation for on-call time will be provided in accordance with company policies