

Position Identification

Position Title	Transit Operations Manager		
Position Replaces	N/A		
Position Level	Manager	Position Code	TBD
Pay Band	Band 5	Date (last revised)	April-25
Supervisor Title	Manager, Transit System Operations	Sup. Position Code	1700
Additional Requirement	CRC	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.

The Transit System Operations Department is responsible for safety and service delivery on the road. This includes handling emergency incidents, setting detours, running special events and incident reporting, including for regional systems.

Job Overview

Reporting to the Manager, Transit System Operations, the Transit Operations Managers (TOMs) is responsible for leading the daily transit operations of the VRTS to ensure effective, safe, and efficient service delivery in alignment with BC Transit's strategic and operational goals.

The TOM directly supervises a team of Control staff and Transit Supervisors and oversees real-time transit operations, including schedule adherence, service reliability, and incident response. The position plays a key leadership role in managing service during both planned and unplanned events, including emergencies, road closures, detours, and special events.

TOMs implement operational strategies, monitor performance metrics, and lead process improvements to continuously enhance service quality and safety. Working closely with the broader Victoria Operations team, the TOMs ensure consistent application of policies, safe work practices, and efficient resource deployment.

Key Accountabilities and Expectations

Key Accountability	Expectation
Service Delivery	<ul style="list-style-type: none"> • When on duty, manages overall on-road operations for the Victoria Regional Transit System (VRTS) during assigned shifts, with a focus on service delivery and safety • Provides oversight of daily work assignments, including shift scheduling, payroll processing , and guidance to Control employees and Transit Supervisors in the application of policies and procedures • When on duty, has responsibility to make real-time decisions that impact service delivery within the VRTS and ensures timely reporting on service performance • Applies collective agreements, interpretation manuals, standard operating procedures, and data analysis to inform decisions
Incident Management	<ul style="list-style-type: none"> • Provides leadership and oversight in execution of emergency response plans, adverse weather plans, and other strategies that impact on-road transit operations during service disruptions and special events • Holds decision making accountability for road closures, detours, service reductions, and other operational • Conducts debriefing sessions following critical incidents and develops action plans to address findings
Financial responsibility	<ul style="list-style-type: none"> • Assists with annual budget development, staffing plans, and monitors expenditures and reports on budget utilization • Manages administrative tasks including coding, work order tracking, and invoice processing • Generate work orders and manage billing for equipment upkeep and maintenance, monitor adherence to scheduled maintenance intervals and approve TOT for work being done under capital projects
Stakeholder engagement	<ul style="list-style-type: none"> • Coordinates with municipal partners to ensure efficient on-street transit operations and timely transit communications • Collaborates with VRTS Managers to ensure integrated and consistent service delivery • Develops and maintains strong working relationships with Union representatives and internal departments

People Leadership	<ul style="list-style-type: none"> • Leads either the Transit Control or Transit Supervisors team, including recruitment, scheduling, work assignment and review • Provides leadership, coaching, support 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 • Designs, sources and implements training plans addressing compliance, skill development, return to work preparation, and external learning opportunities
Additional Duties	<ul style="list-style-type: none"> • Leads departmental and corporate projects and initiatives, including policy and procedural development • Reviews and updates policies and standard operating procedures to maintain relevance and effectiveness • 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/supervisory experience in transit operations, • Experience working in a complex unionized environment • An equivalent combination of education and experience may be considered
Key job-specific competencies	<ul style="list-style-type: none"> • 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. • 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. • Analytical and Problem-Solving Skills
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