

Job Title:	Manager, Service Delivery	Job Level:	Manager
Division/Department:	Operations, Regional Transit Operations	Job Band:	5
Supervisor Title:	Senior Manager, Victoria Operations	Supervisor Job #:	1059

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.

JOB OVERVIEW

BC Transit's Operations Division is responsible for the delivery of transit service throughout the Province outside of Metro Vancouver. The Victoria Operations department is responsible for the provision of drivers, the customer call centre and front desk administrative services.

The Manager of Service Delivery is among a team of managers responsible for the Transit Operators that deliver the service to customers in the Victoria Regional Transit System. They provide effective leadership to a large group of direct reports with limited contact with the objective of ensuring safe, reliable and customer centric service that consistently meets expectations.

ACCOUNTABILITIES

- Manages the performance of 100+ transit operators in the day-to-day delivery of Victoria transit services through coaching and career development;
- Maintains an expert level understanding of the Unifor / BC Transit Collective Agreement in order to effectively and consistently apply and interpret the language as required.
- Monitors and regularly manages operator attendance with the specific goal of ensuring that absent operators return to work as soon as expediently possible collaborating with Human Resources, Abilities Management and other related professionals to ensure that applied resources are effectively and efficiently utilized in operator support.
- Ensures the consistent application of appropriate collective agreement rules in all operator interactions investigating incidents and applies progressive discipline processes that remain consistent, professional and timely on an as and when required basis; adjudicates, mediates or resolves employee complaints or conflicts.
- 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, escalating to the Senior Manager or above as deemed necessary.
- 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.
- Works with internal stakeholders to conduct investigations and prepare related reports ; provides operational input to senior management and assists in the development and implementation of policies, procedures, standards and systems to optimize program effectiveness and service delivery for all areas of accountability.
- Implements and maintains safe work practices and sets the example for others to follow.

- Regularly interacts with operators on the road, at transit exchanges and during 'ride-alongs' monitoring operator interactions, developing proactive and positive relationships in order to understand first hand the issues or processes operator's face on a daily basis.
- Provides after hours on-call support on a rotational schedule with other managers that includes the coordination of resources, on-site support and emergency contact communication provides regular updates around operator/incident progress in the event of a serious on-road or on-site issue.
- Supports operator sign-ups ensuring efficient allocation of resources and equipment; collaborates with People and Culture to ensure that only operators who are medically fit are allowed to sign up in order to minimize costly sign up issues.
- Develops a pro-active, positive labour relations environment within a safe and harassment free workplace assisting in the adjudication of first and second stage grievances, participating in arbitrations and assisting with collective bargaining negotiations as a member of the management team; conducts research of bargaining issues and ensures consistency of management decisions by discussing issues with other Managers, and adhering to corporate policy and collective agreements.
- Develops and maintains effective communications and collaborative working relationships across interrelated departments.
- Early morning, evening, and weekend work as required to support the Operation.
- Other duties as assigned.

QUALIFICATIONS**EDUCATION**

- Related education, including post-secondary degree in business, or a diploma in operations, people management or business administration.

EXPERIENCE

- A minimum five (5) years progressive management experience; working in a unionized environment with 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.
- 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.
- An equivalent combination of education, training and experience may be considered.