

<b>Job Title:</b>	Project Manager, Operational Implementation	<b>Job Level:</b>	Employee
<b>Division/Department:</b>	Operations, Standards and Innovation	<b>Job Band:</b>	4
<b>Supervisor Title:</b>	Manager, Standards and Innovation	<b>Supervisor Job #:</b>	1545

**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 Operational Implementation Project Manager (OIPM) is responsible for supporting the operational change management, across the province, of new technologies (Next Ride, Electronic Fare Collection System, and Battery Electric Bus). Your role is to ensure the long-term sustainability of these projects and focus on continuous improvement through standardization and quality management. The OIPM provides a wide range of support oversight and related duties for the provincial portfolio of service providers to ensure the services performed reflect BC Transit’s corporate values and objectives. You are the Operational liaison for new innovation implementation with the Regional Operations Management (ROM) team to support in the change management and ensure sustainable implementation. Your role will ensure the standardization of new technologies to help our Regional Partners achieve performance expectations in delivering safe, reliable, and courteous service.

**ACCOUNTABILITIES**

- Responsible for the successful transition to new technology implementation for Operating Partners across BC, focusing on support, advisement, and standard best practices;
- Leads operational projects such as standardized uniforms, centralized customer service, and other process/customer experience improvement projects.
- Act as the operational business/relationship lead for software projects such as Consat, Trapeze, and other similar types of software projects in the future.
- Be the liaison for Safety, Security, and Standards, supporting in identifying risks and mitigation strategies where required.
- Own the quality management of all standards associated with new technologies, including auditing through on-site and data validation;
- Drive innovation after project implementation, working with all stakeholders
- Maintains regular communication with Regional Operations Managers (ROM’s) both in person and through frequent travel to their operating regions, for the purpose of standardizing and sustaining

change, driving continuous improvement, supporting Operational Excellence, and enhancing the overall customer experience;

- Support in building and implementing the roadmap and new programs for Operations.
- Liaises with other BC Transit programs and stakeholders, including Fleet, Safety & Training, and Finance who interact with transit management companies to address progressive compliance as they pertain to the implementation of special projects and new innovations;
- Liaises with the ROM's in responding to customer feedback provided by operating companies to ensure the positive perception of BC Transit as it relates to the implementation of special projects and innovative solutions;
- Participates on committees, working groups and other related forums to address project related issues and corresponding initiatives;
- Support the analysis of change with respect to implementation including financial, risk, training, and human centered impacts;
- Other duties as required.

## **QUALIFICATIONS**

### **EDUCATION**

- The competencies for this role would be acquired through a post secondary degree in business or related discipline
- An equivalent combination of education, training and experience may be considered

### **EXPERIENCE**

- Five (5) years of related experience in operations and/or contract management; or equivalent combination of education and experience.
- Two (2) years of Project Management experience
- Any Transportation operations experience and familiarity with unionized environment are an asset.
- Contracted Operations or franchise experience are also an asset.
- Relationship building, analytical skills, written and verbal communication.
- Business acumen an asset.
- Experience in RFP processes with confidential information (non-disclosure agreements) and contract management.
- A demonstrated knowledge of public transit operations, particularly performance management and key cost drivers, is preferable.
- Proven experience in organizational change management
- A keen eye towards continuous improvement and innovation
- Experience in standardization, organizational efficiency, and attention to detail

### **WILLINGESS STATEMENTS (if necessary)**

- Travel expectation between 35-50%
- Training will be undertaken at Victoria's Corporate Office
- Must have driver's license in good standing



EXEMPT JOB DESCRIPTION

JOB NUMBER: