

EMPLOYMENT OPPORTUNITY

Superintendent, Transit Operations

Temporary Full-Time

Transportation Services

Competition No: 2024-2013



www.rdn.bc.ca

SKILLS & ABILITIES

- Direct budgeting and financial analysis experience.
- Excellent verbal and written communication skills.
- Proven skills in personnel supervision, leadership, team building and problem solving.
- Considerable knowledge of applicable regulations and legislation governing Transportation in British Columbia.

APPLICATION DETAILS

Please quote competition 2024-2013 and submit a cover letter and resume clearly outlining your education, experience, and qualifications as they relate to this position [here](#).

Applications will be accepted until:

4:00 p.m., on August 29, 2024.

Date posted: August 15, 2024.

We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted.

A Criminal Record Check is required as a condition of employment with the Regional District of Nanaimo.

ABOUT THE ROLE

The Regional District of Nanaimo is seeking a temporary full-time Superintendent, Transit Operations.

Reporting to the Manager of Transit Operations, the Superintendent of Transit Operations is responsible for the effective and efficient management, supervision, and delivery, of the Regional District of Nanaimo's Conventional Transit Service and Operations. The incumbent will be responsible for the day-to-day transit operations, overseeing teams of transit operations personnel to ensure the operation of a safe and reliable transit service.

The RDN Transit team serves the region from Cedar, in the south of the RDN, to Electoral Area H, in the north, including the City of Nanaimo, District of Lantzville, City of Parksville, Town of Qualicum Beach and surrounding rural areas. The RDN Transit System provides both fixed route (conventional transit) and handyDART (custom transit) services. The RDN Transit System is an integrated system with service in urban centres, interregional (downtown Nanaimo to downtown Duncan) and rural areas, providing dedicated connections to shopping, educational and recreational facilities. See full job description below.

QUALIFICATIONS

Completion of an undergraduate degree or a three-year technical program certificate or diploma in a related field, plus five (5) years' prior job-related experience in the operation of a public transit system, and three (3) years' experience in a supervisory capacity, ideally supervising a large team, and preferably in a unionized environment. An equivalent combination of training and experience may be considered including experience in logistics, supply chain, or with another provincial or local government agency. The ability to maintain positive internal and external working relationships is required, as is a demonstrated ability to plan, organize, coordinate and deliver transit services in a systematic and timely manner, while providing effective consultation and customer service. Must have a valid Class 5 BC Driver's License.

POSITION DETAILS

This is a temporary full-time (35 hours per week) Exempt position for twelve (12) months, with the possibility of ending early or extension based on operational needs. The salary range for this position is \$109,838 to \$122,042, plus a competitive benefits package.

POSITION TITLE: Superintendent, Transit Operations

REPORTS TO: Manager, Transit Operations

DIRECT REPORTS: Servicepersons/Operators
Transit Dispatchers

POSITION SUMMARY

Reporting to the Manager of Transit Operations, Transportation and Emergency Services Department, the Superintendent of Transit Operations is responsible for the effective and efficient management, supervision, and delivery, of the Regional District of Nanaimo's Conventional Transit Service and Operations.

As a Superintendent, Transit Operations, the incumbent will be responsible for the day-to-day transit operations and working collaboratively with the Transit Operations team, particularly with the Superintendent, Transit Operations. Overseeing teams of transit operations personnel to ensure the operation of a safe and reliable transit service.

PRIMARY DUTIES AND RESPONSIBILITIES

- Participates as a member of the Transportation and Emergency Services Joint Occupational Health & Safety (JOHS) Committee to review and resolve identified health and safety issues and concerns brought forward by employees of the Transportation and Emergency Services Department.
- Reviews, adheres to, and directs the adherence to safe work procedures in the workplace and generally promotes a safe work environment.
- Provides recommendations to the Manager with respect to work standards, staffing levels, and job performance reviews. Assisting in the selection, evaluation, and discipline or assigned personnel. Consulting with the Manager on all labour relations issues.
- Assists with long and short-term transit planning.
- Prepares reports and recommendations to the Manager or General Manager for consideration by the Transit Select Committee, Committee of the Whole and the Regional Board.
- Assists in the preparation of the annual operational budgets and manages expenditures in accordance with approved budgets and budgeting guidelines.
- Works with RDN departmental staff to implement RDN Asset Management working group objectives.
- Responds to employee complaints and health and safety concerns related to operations and in consultation with the Manager, and General Manager, representing the employer in grievance procedures under the Collective Agreement.
- Responds to customer complaints by doing a thorough incident investigation when required, meeting with staff and making recommendations for change when required.
- Assists with the development and implementation of ongoing training and safety programs.
- Participates in and oversees accident and incident investigations with subordinate employees.
- Coaches and supports RDN Conventional Operators on the rules, regulations, and safety practices in the RDN and according to BC Transit.
- Assists with immediate mechanical problems and responsible for liaising with third parties such as police, event organizers or municipal officials as necessary.
- Implements operational policies and procedures required for the safe and efficient operation of Transit services to ensure compliance with the Motor Vehicles Act, National Safety Code, BC Transit Act, Regional District of Nanaimo Policies and BC Transit requirements. Advising Conventional transit operators of changes and advising third parties where appropriate.
- Provides on-road and on-board advice and assistance to employees and passengers.
- Supervises Transit Operations regarding the scheduling and assigning of duties to employees, managing leave of absences, vacation requests, banked time off and shift change requests.
- Works with other Superintendents to assist with the supervision of Transit Operations.

- Ensures the safety of employees and general public through the development, facilitation and enforcement of operational training programs, refresher training, customer service workshops and all other related training that is required.
- Performs administrative tasks such as issuing purchase orders, reviewing invoices & working within the parameters of the Transit budget.
- Maintains an effective, collaborative working relationship with BC Transit, private industry, municipal staff, the public, and other stakeholders involved in transit operations as required.
- In an emergency that requires the activation of the RDN's Emergency Operations Centre (EOC), may be called upon with other RDN employees and assigned a role and/or tasks to support the EOC. Courses and/or workshops will be offered by the RDN to support this role.
- Oversees maintenance of bus stops and transit infrastructure, including maintaining the asset inventory of bus stops in collaboration with Superintendent Transit Planning & Scheduling.
- On-call on a rotational basis, working with other superintendents to ensure supervisory oversight of transit system for all departments.
- Audits/performs Operator road-checks on Transit buses within the system.
- Oversees departmental First aid OFA needs and maintains First Aid resources and training (external) for Transit department.
- Assists with social media outreach and webpage updating.
- Researches, develops and prepares presentations for public engagements.
- Follows all policies, procedures and standards of the RDN.
- Attends RDN Board meetings as required.
- Assists other Transit Superintendents and Management staff as required.
- Performs other related duties as required.

REQUIRED EDUCATION AND EXPERIENCE

- Completion of an undergraduate degree or a three-year technical program certificate or diploma in a related field, supplemented by specialized courses in local government or transportation
- Five (5) years' prior job-related experience in the operation of a public transit system, combined with minimum of three (3) years' experience in a supervisory capacity, preferably in a unionized environment, or an equivalent combination of training and experience.
- Must have a valid Class 5 BC Driver's License.
- Trained in or willing to be trained in OFA Level two (2) and act in a First Aid Attendant capacity considered an asset.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- The ability to maintain positive internal and external working relationships is required, in addition to demonstrated ability to plan, organize, coordinate, and deliver, transit services in a systematic and timely manner.
- Proven skills in personnel supervision, leadership, team building and problem solving.
- Direct budgeting and financial analysis experience.
- Considerable knowledge of applicable regulations and legislation governing Transportation in British Columbia.
- Considerable knowledge of computer programs and transit support technology, as well as experience with transit scheduling software.
- Excellent verbal and written communication skills.
- Demonstrated ability to work independently and in collaboration with others. Functioning as a team member, motivator and facilitator.
- Demonstrates ability to be flexible, prioritize tasks and responsibilities, and complete duties and projects within allotted time.
- Demonstrated ability to provide effective consultation and customer service.

- Demonstrated ability to manage, plan, implement, organize and problem solve in a complex dynamic environment.