
Ferry Service Coordinator

DEPARTMENT:	Engineering	STATUS:	Regular Full Time
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours/week	SALARY:	\$39.14 - \$46.07 per hour (2024 rates) + comprehensive benefits

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 85,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

We are looking for a collaborative, innovative, and experienced professional to join the Engineering team, and support with the coordination and evaluation of New Westminster's passenger ferry transit service. The incumbent of this role will report to the City's Transportation Engineer.

Your key accountabilities include:

- Assist in the research and development of long-term operating plans, schedule and program for the transit service; support marketing initiatives, such as identifying sponsorship opportunities; participate in developing operational procedures and policies; interpret and analyze data to recommend operational improvements.
- Monitor costing expenditures and provide input on developing capital and operational budgets.
- Coordinate, oversee and monitor work provided by the ferry operator and ensures work is performed in accordance with contractual terms as outlined in service agreements and established regulations; process invoices; conduct site inspections to check for safety and security; receive and document complaints and inquiries; prepare deficiency lists and incident reports; and initiate suggestions of corrective actions.
- Prepare and maintain a variety of technical records, reports, correspondence and documents related to the work performed; maintain and update the asset maintenance schedule; and coordinate minor repairs as required.
- Establish and maintain liaison with a variety of internal and external contacts such as City staff, ferry operators, and the public.
- Provide assistance, information and direction related to the day-to-day operations and promotional activities, such as ferry schedules, accessibility, and signage.
- Prepare communication content to be reviewed by the City's Communications staff for posting to the City's website and social media channels.
- Perform related work as required.

If you have many of these key competencies, we would like to hear from you:

- Completion of a diploma in Civil Engineering or a related field from a recognized post-secondary institution, plus considerable related experience, preferably in the municipal setting; or an equivalent combination of training and experience.
- Considerable knowledge of the principles, practices, and techniques for evaluating and monitoring the day-to-day operation of the transit service.
- Sound knowledge of the fundamentals of budgeting and procurement processes related to the work performed.
- Ability to work with minimal supervision and organize work priorities in adherence to plans, specifications and schedules.
- Demonstrated knowledge of transit services, and the ability to assist with the planning, development, coordination and evaluation of the service.
- Effective problem solving and decision making skills to respond to maintenance and operational concerns, and initiate suggestions of corrective actions.
- Ability to communicate effectively orally and in writing and to prepare various reports, recommendations and presentations related to the work.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to handle questions effectively and tactfully as related to politically sensitive topics.
- Ability to operate software applications and maintain computerized databases, files, technical reports for review and analysis of data.

Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment by September 14, 2025.

Join a team of enthusiastic and innovative employees, and help us build a vibrant, compassionate, resilient city where everyone can thrive.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

*New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples.
'It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.
We are learning and building relationships with the people whose lands we are on.*

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*