Job Title: Manager Transit Services

Competition Number: COM-335-26	**Department:** Community Services
Posting Category: Open	**Division:** Transit Services
Job Type: Full-Time	**Affiliation:** Non-Union
	Location: CA-ON-Thunder Bay
Min: CAD $135,672.44/Yr.	**Max:** CAD $159,614.63/Yr.
Pay Band: 13	**Number of Positions:** 1
Effective Date: January 14, 2013	**Supersedes Date:** May 1, 2012
Posted Date: November 26, 2026	**Post End Date:** December 17, 2026

The **City of Thunder Bay** provides exceptional quality of life to those who live, work, and play in Thunder Bay – a culturally vibrant, economically diverse community with a metro population of over 120,000. Located on the north shore of Lake Superior, under the protective watch of the Sleeping Giant, Thunder Bay is rich in people and resources, and connects Northwestern Ontario to the world. We value our high quality of life and promote a clean, green, beautiful, and healthy community that provides economic opportunity, respects diversity, and provides affordable and safe neighbourhoods that are accessible to all.

The City of Thunder Bay is a place where art, culture and nature come together!

Lead Transit Operations. Support Community Mobility.

Shape the Future of Transit.

At the City of Thunder Bay, **Our City Runs on People Like You**. Together, we are building a workplace where everyone belongs, where your leadership, operational expertise, and commitment to public service help connect residents to the places, services, and opportunities that matter most.

Thunder Bay offers more than a fulfilling career. With its natural beauty, affordability, and strong sense of community, it's a city where you can grow personally and professionally while making a meaningful impact to quality of life.

Where Leadership Drives Mobility, Community Connection, Net Zero Strategy and Smart Growth

As the **Manager, Transit Services**, you'll provide leadership for one of the City's most visible and essential public services. Responsible for the overall management, direction, and continuous improvement of Transit Services, you'll help ensure safe, reliable, affordable, convenient, and climate friendly transportation solutions that respond to the evolving mobility needs of the community.

Working closely with senior leadership, staff, community organizations, accessibility advocates, contractors, and residents, you'll help guide the future of public transit in Thunder Bay. From service planning and performance management to transit operations, customer experience, accessibility, and continuous improvement initiatives, you'll play a key role in ensuring transit services remain responsive, sustainable, and aligned with community needs.

This is an opportunity to combine strategic leadership, operational management, stakeholder engagement, financial oversight, and service innovation in a role that delivers meaningful impact across the community.

How You'll Lead Transit Services

In this role, you will provide strategic and operational leadership for the Transit Services Division, with the following accountabilities:

- Monitor the growth and development of Transit Services; establish recommendations for standards for service delivery and ensure they remain consistent with changing community needs and the overall Department objectives.
- Participate, as part of the Community Services Department Leadership Team, by providing input into Department organizational and operational reviews, human resource management, budget issues, technical matters and major issues management. Also participate by providing input into the identification and development of Departmental policies, strategic initiatives, projects, and priorities
- Manage the direction, supervision, operation, maintenance, planning, development, and administration of the day-to-day operation of the Division.
- Develop the draft operating and capital budgets for the Division; administer the expenditure of, recommend priorities of, and monitor the capital and operating budgets for the Division.
- Ensure a safe work environment for all contracts, contract staff full-time and part-time employees where applicable.
- Support the establishment, monitoring and measurement of the Commercial Vehicle Operator Registration (CVOR) performance for Transit Operators and take action to maintain a satisfactory CVOR performance rating.
- Monitor the changing mobility needs of the community and establish, modify, and maintain standards for service delivery; develop and manage performance metrics and pursue continuous improvement opportunities.

- Provide information, reports, letters, and memorandum to Members of Council and the Commissioner, and provide recommendations on significant matters and major activities pertaining to the Division.
- Ensure insurance, equipment, procedures, and controls are in place to protect the Corporation from civil liabilities under the jurisdiction of the Division.
- Foster positive relationships with a diverse group of stakeholders including but not limited to unions, post secondary institutions, etc.

What You Can Count On With Us

We're proud to offer a workplace where your well-being, growth, and sense of purpose come first. As the **Manager – Transit Services**, you'll enjoy:

- A competitive salary that reflects your expertise
- A matching pension plan to help you build long-term financial security
- Comprehensive health, vision, and dental coverage, plus life insurance for peace of mind
- Generous paid vacation and holidays, with the option to purchase additional leave days when you need more time off
- Access to a confidential Employee and Family Assistance Program (EFAP) and wellness initiatives to support your overall health
- Leadership development and tuition reimbursement programs, so you can continue to grow your skills and career
- A culture of recognition and appreciation, with staff events and programs that celebrate your contributions

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What You'll Bring to the Team

Here's what will help you succeed as the **Manager – Transit Services:**

- Degree in business administration, transportation planning, or an associated discipline
- Minimum 6 years experience in a progressively more responsible management position relevant to the operation of a public transportation system
- Knowledge of and ability to interpret municipal transportation issues and the legislative requirements specific to the public transit industry and applicable to the Division
- Demonstrated knowledge of the various components of human resource management
- Knowledge of budgeting and financial and procurement principles
- Strong problem-solving and decision-making skills, with the ability to conceptualize and implement Divisional change strategies

- Proven acumen in business and financial management with the ability to improve Divisional effectiveness and efficiency

For a Detailed Job Description, Click Here

Lead the Future of Transit Services With Us – Apply Today

Ready to take the next step in your leadership career? Join the City of Thunder Bay and help guide the delivery, growth, and continuous improvement of public transit services that connect residents to work, education, healthcare, recreation, and community life

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General Information:

As an equal opportunity employer, the City of Thunder Bay encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, women and members of the 2SLGBTQ+ community.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted to the City must not include references to any of the above characteristics. Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

Note: The above documentation will be requested by the Human Resources Division should you be the successful applicant. If a Criminal Record Check is required, it will be requested by Human Resources should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

PRIVACY: Personal information on this form is collected under the authority of the Municipal Act, c. 302, as amended, and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to the Human Resources Division, 125 Syndicate Ave Suite 42, Thunder Bay, Ontario, P7E 6H8, Telephone: 625-3866