

TRANSIT SUPERINTENDENT

REPORTS TO: Manager, Transit & Fleet
APPROVED BY: Manager, Transit & Fleet
EXEMPT (Y/N): Yes
SALARY LEVEL: Exempt Grid

DATE: February 2024
DEPARTMENT: Community Services
DIVISION: Transit and Fleet Services

Replaces: *Transportation Superintendent*

Date: *March 2022*

SUMMARY: Under the general direction of the Manager, Transit & Fleet, the Transit Superintendent manages the day-to-day operation of the transit system including on-time performance, customer service, hiring, training new drivers in the delivery of transit service, and ensuring safe operations based on the Motor Vehicle Act and other applicable legislation and regulations.

KEY RESPONSIBILITIES *include:*

1. To ensure the effective and safe daily operation and delivery of Transit service.
2. To directly participate in the recruitment of drivers, initial hire training and in ensuring that all annual training and competencies are maintained and up to date.
3. To provide support to frontline employees providing mediation and conflict resolution support as the first line of contact, including guidance to applicable policy and procedures while actively promoting teamwork.
4. To manage the Transit function in accordance with the Collective Agreement and Annual Operating Agreement, and to assist in the development of policies and procedures with an emphasis on continuous improvement of customer service and workplace safety.
5. To manage the performance of staff in accordance with the performance engagement program, provide coaching where appropriate and/or taking disciplinary action if and as required.
6. To provide input into transit planning, budget and scheduling decisions, and development of strategic and divisional goals and objectives.
7. Maintains up to date knowledge and ensures compliance with SCRD policies, bylaws, Workers' Compensation Act and OHS regulations applicable to the work being supervised and to promote safe work practices in support of a safe and healthy work environment.
8. To act as a resource to other SCRD staff as needed in relation to transit operational issues or special projects.

TYPICAL ACTIVITIES *include:*

1. Monitors, reviews, and evaluates the daily transit and HandyDART driver and dispatch staff performance, to ensure safe, convenient and comfortable service to customers.
2. Acts as a resource to operational staff in conflict resolution of day-to-day problems including those involving passengers and outside agencies through the provisions of excellent customer service.
3. Coordinates emergency service and other irregular disruptions to service, investigates and responds to customer complaints and enquiries.
4. Manages the performance of transit staff in accordance with the performance engagement program and Collective Agreement to promote a positive labour relations climate.

5. Develops and implements training programs for drivers, and provides regular feedback and coaching to ensure compliance with the Motor Vehicle Act, the National Safety Code, SCRD policies, and BC Transit operational requirements.
6. Responds to emergency support requests from Transit Operators when potentially unsafe issues arise, or emergency service support is required.
7. Manages the Transit Alert system providing up to date schedule and route information while ensuring relevant communication and customer service to ridership.
8. Develops and implements departmental administrative and operational procedures and policies, attends staff meetings and Committee or Board meetings as requested.
9. Ensures appropriate staffing levels for service delivery are established and maintained within the approved budget.
10. Engages in recruitment and selection of transit staff, reviews performance, provides performance feedback, coaches and undertakes discipline of staff as required.
11. Undertakes various activities that may include representation on special project teams, public engagement processes, participation in feasibility studies or service development plans, and the coordination of customer surveys.
12. Oversees Transportation Coordinator and Dispatch staff in the schedule development process and construction of driver shifts liaising with BC Transit as and when required.
13. Works with drivers, other staff and contractors in administering the bus stop and shelter program.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Completion of Grade 12 or equivalent.
- Completion of a Diploma in Transportation or related field from a recognized institution.
- Five (5) years of relevant experience in the transit or public transportation industry including supervisory experience and, in the development, and delivery of staff training programs.
- An equivalent combination of education and experience may be considered.
- Possession of a valid Class 2 BC Driver's License with air brake endorsement.

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Demonstrated skills in team leadership and development, and customer relations.
- Ability to deal effectively with staff, Board members, groups and members of the public with tact and diplomacy.
- Effective skills in oral and written communication and presentation.
- Basic ability to read, analyze and interpret financial statements and statistical data.
- Working knowledge of the legal framework and liability issues involved in the provision of transportation services including basic incident and accident investigation procedures and a solid understanding and awareness of risk management principles and practices.
- Basic knowledge of management and labour relations principles and practices.
- Project management and contract administration skills.
- Required to participate in a rotating weekend and evening on call schedule in partnership with other management staff.
- Will be required to work flexible hours including evenings and weekends.