

**MANAGER, TRANSIT AND FLEET****REPORTS TO:** GM, Community Services**DATE:** August 2020**APPROVED BY:****EXEMPT (Y/N):** Yes**DIVISION:** Transit and Fleet Services**SALARY LEVEL:** Exempt Grid**DEPARTMENT:** Community Services**Replaces:** Manager, Transit and Fleet**Date:** August 2019

**SUMMARY:** This position manages the Sunshine Coast Regional District's Transit System and Fleet Maintenance Division. Responsibilities generally include planning, scheduling, monitoring the operations, management of the supporting assets, and supervision of staff to ensure delivery of service meets the expectations of internal and external customers and stakeholders. The position oversees the implementation and co-ordination of services in accordance with the Regional District bylaws, policies, statutory requirements, the annual operating agreement (AOA) with BC Transit, and collective agreement, and includes the preparation of the annual capital and operating budgets for the division.

**KEY RESPONSIBILITIES** *include:*

1. Monitors service levels to various customer sectors and ensures the efficient and effective use of available resources through the development of transit service schedules, associated work schedules, and administration of office procedures including the dispatch function.
2. Plans and organizes resources to deliver repair and maintenance services on all Regional District vehicles including fire trucks through an effective Fleet Maintenance facility, maintaining information systems and implementing or recommending means of improving service delivery.
3. Oversees the development and implementation of strategic and asset management plans for transit supporting infrastructure such as bus shelters and Park and Ride facilities.
4. Prepares reports and summaries, administers the annual and five-year operating and capital budgets, monitors operational performance indicators and prepares regular performance reports on a regular basis for the General Manager, Community Services and to the SCRD Board.
5. Administers the Annual Operating Agreement, including processing of the monthly statements, with BC Transit on behalf of the Regional District, and liaises with other transportation agencies such as the BC Ministry of Transportation and Infrastructure, BC Ferries, as required.
6. Provides leadership and participates in strategic planning for the Regional District to develop marketing strategies and development of long range business plans to improve transportation and fleet services and overall system performance.
7. Acts as the Department's lead and/or representative on divisional related service reviews, service expansion feasibility studies, and various Divisional and Corporate committees.
8. Manages staff in accordance with the department's performance management program including recruiting, motivating, developing and disciplining staff as appropriate.
9. Ensure that administration and operations of the division are conducted in accordance with the SCRD's Sustainable Community Policy.
10. Maintains working knowledge of the Workers' Compensation Act and OHS Regulations, promotes safe work practices and procedures, addresses adverse weather, traffic or operational conditions,

and optimizes service delivery to the public in support of a safe and healthy work environment.

**TYPICAL ACTIVITIES** *include the following:*

1. Oversees the preparation of regular statistical and activity reports and financial statements to send SCRD Board and BC Transit.
2. Responds to written and verbal enquiries, e.g from Board members and members of the public especially transit users.
3. Authorizes requests for leave and time sheets.
4. Participates in other activities such as preparing monthly and annual operating reports, participating in review of organizational performance measures, preparing annual business and operating plans and annual budget and contributing to team meetings/retreats and other forums.
5. Selects and trains and reviews performance of staff in the division.
6. Attends Transportation Advisory Committee meetings and Community Services Committee meetings as required as the division's representative.
7. Prepares agendas and reports as required for consideration or approval by the Committee.
8. Manages the divisional budget. Leads the development and implementation of plans to install operate and maintain transit supporting assets like shelters.
9. Ensures the CAO and General Manager are adequately briefed on all relevant matters at all times.

**QUALIFICATIONS, EDUCATION AND EXPERIENCE**

- Grade 12 or equivalent.
- Bachelor's Degree in transportation planning and/or business administration from an approved post secondary institution.
- Minimum of five (5) years experience in the planning and administration of transit or comparable type of service.
- Experience in the planning and administration of fleet service is preferred.
- Experience with the development and management of infrastructure assets is preferred. Experience should demonstrate progressively more responsible positions managing multi-faceted operations including the responsibility for human resources (employee relations, performance management), business planning and forecasting and budgeting.

**OTHER SKILLS/KNOWLEDGE**

- Ability to apply a conceptual approach to the supply and delivery of region-wide transit services and fleet operations.
- Knowledge of applicable WorksafeBC requirements and OHS regulations.
- Effective organizational skills including the ability to manage multiple projects and deadlines.
- Strong leadership, conflict resolution, problem-solving and team building skills.
- Excellent working knowledge of management and labour relations principles.
- Effective communication and presentation skills.
- Ability to read, analyse and interpret financial, statistical and other operational data.
- Proven project management and contract administration skills.
- Ability to assemble and analyse data on traffic volumes, traffic safety issues and transit ridership patterns.
- Proficiency in computer skills in Microsoft Office Suite, especially Word and Excel and Access.
- Knowledge of risk management principles and practices.
- Knowledge of infrastructure asset management principles and practices.
- Valid BC Driver's Licence.