

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **(TRANSIT DIVISION - LOCATION – MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES ST.)**

MANAGER, TRANSIT SCHEDULING AND INFRASTRUCTURE

SUMMARY OF DUTIES

Reporting to the Director of Transit, the Manager of Transit Scheduling and Infrastructure will supervise a multidisciplinary team with the objective of planning transit services that ensure that the City of Hamilton's transit system is viable, sustainable and meets the City's growth needs.

Responsible for leadership of a skilled technical team (Senior Project Managers, Project Managers, Technicians) by providing creative leadership, technical direction, and expertise to staff with an advanced understanding of transit scheduling and transit asset management.

Responsible for providing direction and support in delivering service scheduling (both regular and special service) and planned operator scheduling annual programs in accordance with the Collective Agreement, through efficient, effective, and innovative transit approaches. Service delivery models include both conventional and on-demand transit.

Responsible for oversight of the delivery of day to day on street transit infrastructure asset management, and annual transit infrastructure programs while ensuring the Transit Division works towards accessibility standards and requirements under legislation.

Measures success of team performance and adjusts accordingly based on key performance measures and data analytics.

Accountable to generate, analyse and make recommendations on the Section's service; financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Promotes the value of public transit through interactions with stakeholders, both internal and external.

RESPONSIBILITIES

The Manager of Transit Scheduling and Infrastructure is accountable to the Director of Transit for ensuring that transit activities are consistent with the City of Hamilton mission and vision and aligned with Transit's strategic direction.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Creates the department budget with input from direct reports.

Designs annual workplan for department and gives direction and provides oversight to direct reports related to planning and scheduling to enhance the customer experience, promote employee engagement, and facilitate efficient operations and excellence in service delivery.

Researches and recommends innovative transit methodologies for continuous improvement. Assesses and analyses existing system performance to optimize resources.

Ensures that the terms of the Collective Agreement are adhered to and fosters positive labor relations.

During planned absences, may provide back-up for the Manager of Transit Scheduling and Infrastructure, and/or Director of Transit. Attends meetings on their behalf as requested and liaises with other Divisional staff.

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Managerial duties will include coaching, training, supporting, and disciplining direct reports through performance management, including absenteeism, conducting performance appraisals in a standardized manner (PAD's), and recommending professional development and training opportunities for career development.

In conjunction with their direct reports, ensures appropriate balance of workload and sufficient resource availability, making recommendations to the Director of Transit where deficiencies are identified.

Prepares written reports for Council and other internal and external groups. Creates reports including data analysis and formation and testing of alternative solutions. Makes recommendations based on professional experience and data analytics.

Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies, and procedures.

Develops sectional standard operating procedures ensuring staff work in compliance to them.

Promotes teamwork and integration within Transit, with other Divisions, Departments and other parties participating in cross-functional and cross-program initiatives.

Participates as required in discussions and presentations on relevant issues to Council, agencies, and the public. Attends various Committee/Council and public meetings as required.

Prepares or reviews as required, technical reports arising out of this area of responsibility for presentation to various committees of the City.

Liaises with other sections in the Division and must understand impacts of planning and scheduling decisions on other work units. Liaises with other Public Works staff and City staff as appropriate.

Meets with Union representatives to discuss scheduling recommendations and/or planning-related matters.

Develops and empowers staff through delegation of responsibilities and accountabilities through regular feedback, and by providing development opportunities and technical direction.

Monitors the operations and projects within the Section to ensure safety, service quality, cost effective and timely delivery of services, and appropriate legislative compliance. Establishes quality assurance and continuous improvement programs.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. The requirements for this position would normally be acquired through a bachelor's degree or college diploma in a related field (e.g., geography, planning, transportation planning, environmental studies, GIS) or relevant work experience equivalency.
2. Knowledge of concepts and issues related to transit planning, scheduling, and operations, normally acquired through a bachelor's degree or college diploma in a related field (e.g., geography, planning, transportation planning, environmental studies) or relevant work experience equivalency, plus transit-specific training and skill in scheduling, runcutting, and rostering, normally acquired through related scheduling experience, and training offered by the Canadian Urban Transit Association (CUTA).
3. Considerable experience required, preferably 5 years demonstrated transit experience, in the fields of strategy planning, scheduling, or infrastructure planning during which the regular use of transit software (e.g. Trapeze) is required.
4. Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and be results oriented.

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5. Demonstrated management experience with a strong track record of managing employee relations coupled with demonstrated management training/education.
6. Demonstrated ability to comply with policies, procedure, collective agreements, and related legislation (e.g., employment standards, Highway Traffic Act, Ontarians with Disabilities Act)
7. Demonstrated knowledge of divisional and standard industry practices related to the creation of transit operator work assignments in a unionized environment.
8. Research, math, organizational, problem-solving, and analytical skills to collect, analyse and interpret information regarding the operational feasibility and costs of changes to transit schedules, routes, and operator work rules and conditions; balance variables/considerations to develop scheduling solutions; and perform calculations, accounting, and budgeting.
9. Highly effective leadership, facilitation, presentation, interpersonal and organizational skills. Strong verbal and written communication skills. Excellent presentation, analytical, organizational, report writing, and interpersonal skills to communicate effectively with all levels of City staff, external consultants, and suppliers.
10. Possesses a high level of personal integrity and is an excellent communicator.
11. Ability to deal effectively and tactfully with elected officials, representatives of other levels of government, management, peers, staff, and the public. Previous experience working in a highly legislated environment.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
13. Advance knowledge of computer software applications, Microsoft Outlook, Word, Excel, Powerpoint, CAD and AVL Systems is required.
14. Must possess a valid class "G" Ontario Driver's Licence and a point-free driving record and/or a record found to be satisfactory to the City of Hamilton. Must be able to obtain or already possess a class "CZ" license.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
