

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT (TRANSIT SERVICES DIVISION)

#### MANAGER OF TRANSIT OPERATIONS

##### Overview:

Reporting to the Director of Transit, provide creative leadership to subordinate staff, in a multi-functional workforce engaged in delivery of services to the public and internal clients. Promote a service oriented culture and focus within the Section. Promote teamwork and integration between units within Transit Operations, with customers and with other parties participating in cross-functional and cross-program initiatives.

Accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial and staff resources. Using a "best practices" approach develop and deliver quality services in a timely and cost effective manner.

Evaluate and report on the Section's service, financial, administrative and staff performance against internal and external benchmarks. Design and implement strategies to improve effectiveness and efficiency. Set above average standards and lead by example.

Possess a demonstrated record of strong leadership and guidance, customer focus, innovation / creativity, team advocacy, staff delegation, empowerment and staff development and be results orientated.

Possess a high level of personal integrity and be an excellent communicator.

##### Responsibilities:

You will assume lead accountability and responsibility for the public transportation program to ensure service quality, cost effective and timely service delivery and legislative compliance. Monitor the progress of major program initiatives including staff deployment, schedule monitoring, public relations, health and safety and staff training and development.

The Manager is accountable to the Director of Transit for ensuring transit operations and the overall public transportation system is consistent with the City of Hamilton mission and vision.

##### General Duties (including, but not limited to):

Participate in strategic planning and direction of the Section as a member of the Division's Management Team.

Provide creative Section leadership by managing daily operator assignments, daily dispatch of assets, public relations and safety and staff training and development.

Promote teamwork and integration between units within the Section, with other Sections and Divisions and with other parties participating in cross-functional and cross-program initiatives.

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

Monitor the operations and projects within the Section to ensure safety, service quality, cost effective and timely delivery of services, and appropriate legislative compliance. Monitor the progress of major Section programs and project initiatives.

Assume responsibility for the current and capital budgets for the section and present to the Director for review and approval.

Responsible for business development analysis, continuous improvement and business processes review.

Develop plans and policies for the Transit Operations Program. Make recommendations to the Director and General Manager on project priorities, means of resourcing, and related cost implications.

Respond to issues and queries raised by Council as channelled through the Director.

Responsible for the establishment, maintenance and monitoring of quality assurance and continuous improvement programs.

Responsible for hiring, training, disciplining and performance evaluation of Section staff.

Responsible for promotion and application of occupational health and safety for the Section in accordance with Municipal and Provincial procedures, guidelines and regulations.

**Qualifications:**

1. Knowledge of business administration theories practices normally acquired by completing a university degree
2. /diploma in business administration or related program in a related discipline and significant related and progressive management experience.
3. Demonstrated experience and understanding of operational programs and services in similar unionized business environment.
4. Demonstrated ability to work strategically and effectively with operational management in identifying and meeting organizational development and operational performance needs.
5. Highly developed analytical and planning skills with a proven track record for long-term visioning and big picture thinking.
6. Highly developed ability to articulate a vision to lead and to inspire others. Demonstrated ability to initiate, lead, and implement progressive and proactive policies and programs.
7. Highly effective leadership, facilitation, communication, interpersonal skill to successfully deal with conflict and to promote a positive workplace culture which aligns with the corporation's culture pillars.
8. Experienced in designing and delivering customer focused programs and services. Ability to measure performance outcomes against service delivery standards.
9. Demonstrated skill in implementing sustainable change.
10. Ability to build relationships to interact effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
11. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Department/Section.
12. Working knowledge of computer software applications.

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