

## **CITY OF HAMILTON**

### **PUBLIC WORKS DEPARTMENT** **(TRANSIT DIVISION)**

#### **DIRECTOR, TRANSIT**

##### **Overview**

Reporting to the General Manager of Public Works provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in the delivery of services to the City Council, public and internal clients. Recommends specific policies and long-range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in developing and delivering quality services in a timely and cost-effective manner. Instills a customer service focus in the division.

Evaluates and reports on the division'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.

Provides creative divisional leadership through consultation with an effective division management team. Promotes teamwork and integration between units within the division and with other parties participating in cross functional and cross-program initiatives.

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

Responds and make decisions immediately to situations that arise in the daily dealings of the job and ability to act quickly to frequent and changing deadlines.

Excels in dealing with elected representatives, community and business groups, the media, unions, provincial ministries and agencies (GO Transit), school boards, the public, consultants, developers, other transit properties and municipalities.

##### **Responsibilities:**

Assumes lead accountability and responsibility for the Transit Division and delivery of the Transit Program and meet the growing needs of the residents and businesses of the City of Hamilton.

Champions continued implementation of the 10-year Transit Strategy.

Leads long-term transit planning, including introduction and implementation of higher order transit (BLAST Network).

Takes ownership of a system that increases modal split through growth within current conditions and expansion to accommodate future needs.

Provides a customer focused service that is safe, reliable and inclusive, making transit the first choice in Hamilton.

The Director is accountable to the General Manager of Public Works for the administration and overall management of the Transit Division, including the following:

- Accessible Transit Services
- Mobility and Special Projects

- Transit Fleet Maintenance
- Transit Operations
- Transit Support Services
- Transit Planning & Infrastructure
- Transit Customer Experience & Innovation

All of which shall be managed in accordance with City and Provincial guidelines with minimal disruption to the public in the most effective and efficient manner consistent with the City of Hamilton Strategic Plan and Mission, Vision and Values, Public Works Business Plan: Innovate Now and the City of Hamilton Corporate Culture Pillars.

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

Participates in strategic planning and direction of the Department as a member of the Department Leadership Team.

Provides creative divisional leadership through consultation with an effective division management team.

Promotes teamwork and integration between units within the division and with other parties participating in cross-functional and cross program initiatives.

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 Division to ensure safety, service quality, cost-effective and timely delivery of services, and environmental and legislative compliance.

Oversees the development and monitoring of annual operating and capital budgets.

Attends public meetings to present the City's position/actions to the public, media and outside government bodies. Participates, and regularly acts as main spokesperson in discussions on Transit issues. Responds to issues and queries raised by Council.

Develops and recommends policies and policy changes to Council related to transit services and operations.

Provides professional consultation, including reports, to Council and its Committees.

Ensures compliance with Provincial and Federal statutes and regulations and municipal by-laws and policies.

Responds to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Champions the importance of safety both in the workplace and for the public.

**Qualifications:**

1. Post-secondary education in Public Administration, Business Administration, Transportation Planning/Engineering or a related field. Additional courses or experience related to, inter-government relations, strategic leadership/ planning and labour relations is desired. Progressively responsible experience with at least five years senior management experience.
2. Industry experience related to strategically overseeing a large operational business in a unionized environment. Solid understanding of public transportation/transit industry and trends is desirable.
3. Highly developed analytical and business planning skills with a proven track record for aligning business plans to longer term visioning.

4. Experienced in designing, delivering and evaluating customer focused programs and services. Ability to use a "best practices" approach in seeking new methods, systems, research and analysis to support continuous improvement in the delivery of service.
5. Ability to successfully address ambiguous and somewhat unique problems by facilitating innovative thinking and collaboration.
6. Demonstrated ability in financial management, including analytical, problem-solving and business planning skills. Experience in developing, implementing and monitoring division budgets.
7. Strong leadership as demonstrated in the ability to articulate a vision, to lead and inspire others. Demonstrated behaviours and practices which are in support of the corporate culture pillars.
8. Ability to build, align and champion strategic business plans and manage change in an effective, visible and sustainable manner.
9. Politically astute with ability to manage and resolve issues involving multiple interests along with highly effective leadership, facilitation, communication and interpersonal skills.
10. Demonstrated ability to effectively manage a large multi-disciplinary staff in a results-oriented unionized environment. Ability to provide leadership and develop staff toward higher performance and effective working relationships in a team environment across the corporation.
11. Excellent interpersonal and facilitation skills and ability to build relationships with elected officials, government departments, management, front-line staff, community agencies, businesses and the general public
12. Effective communication and influential skills sensitive to internal and external interests and ability to prepare and deliver high profile presentations to governing bodies, public gatherings and through the media.
13. Thorough knowledge and understanding of related statutes, regulations and by-laws affecting the department/division.
14. Demonstrated strong employee and labour relation capabilities to manage effectively within a unionized environment with strong knowledge of collective bargaining process.
15. Working knowledge of computer software applications.