

Deputy General Manager of Operations Niagara Transit

Position Overview

Reporting to the General Manager, Transit, the Deputy General Manager of Operations is responsible for the comprehensive management of the Transit Operations Division. This executive role involves strategic guidance of transit operations, policy development, setting operational objectives, and ensuring the effective execution of daily transit services in the Niagara region. The position requires collaboration with community partners to integrate services and improve customer satisfaction. The scope of responsibilities for this role includes strategic planning, risk management, ensuring high-quality service delivery, financial management, and leading a sizable workforce with both direct and indirect reports. The individual must effectively manage unionized labor relations, oversee incident and accident response programs, and comply with applicable legislation. As a leadership role, the Deputy General Manager will lead a diverse team of professionals through large-scale transformational change initiatives and delivery of programs that create operational improvement and efficiencies.

Responsibilities

- Overall management of 350 staff members of the Transit Operations Department, including leadership, strategic planning, direction, and effective management of transit operations and functions.
- Manage, coach, and support the managers of the Transit Operations department by providing advice, general support, and assistance to carry out their role requirements specific to new initiatives, new locations, and volume demands.
- Participate in organizational strategic planning and collaborate with other department leads to integrate customer service initiatives, ensuring a seamless and positive experience for all Niagara Transit stakeholders.
- Contribute to the development, management, and administration of the annual and multi-year Capital and Operating budgets for the operations department.
- Act as a secondary point of escalation for union issues within the organization, ensuring that the provisions of collective agreements are addressed within

appropriate time frames, coordinating procedural meetings, and sending subsequent relevant communications.

- Formulate policies, establishing objectives, and ensuring the implementation of daily service delivery for the Niagara Region transit system.
- Supervise field system monitoring, data collection and analysis, database maintenance, and overseeing the preparation of transit system performance documents.
- Engage community partners to support service integration and the delivery of high-quality, responsive, and effective transit services, ensuring customer satisfaction.
- Build and maintain relationships with key stakeholders, including government agencies and community organizations, to support NT's mission and goals, and stay informed on industry trends to drive continuous improvements in transit operations

Education & Experience

- Bachelor's Degree in Transportation Planning, Civil Engineering, Urban Studies, Accounting, Business Administration or a related field of study required.
- Minimum of 8 to 10 years of experience with Municipal/Regional transit operations required.
- Minimum of 8 to 10 years of experience managing a unionized environment.
- Minimum of 7 years of direct experience in a leadership position executing the following areas:
 - Transit or transportation planning
 - Comprehensive program evaluation
 - Change management
 - Organizational optimization
 - Contract preparation and management
 - Financial and organizational performance reporting
 - Direct managerial/supervisory responsibilities in a unionized environment
- Demonstrated experience directly supervising subordinate personnel required.

- Demonstrated experience managing transit operations including planning, scheduling, and coordinating services to meet current and future ridership demands.
- Direct experience managing a budget, conducting budget administration, policy development, and implement and implementation required.
- Must successfully pass a criminal background check and police check.
- Must possess a valid G class driver's license.
- Thorough knowledge of the Occupational Health and Safety Act, Human Rights and other relevant legislation.

An equivalent combination of education, experience, and qualifications may be considered

We thank all candidates for their interest, however only those candidates selected for an interview will be contacted.

Niagara Transit Commission is an equal opportunity employer committed to inclusive, barrier-free recruitment, selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the hiring process. Please advise the Commission to ensure your accessibility needs will be accommodated throughout the process.

If you are interested in the position, please submit your resume to Erin Holl, Pesce and Associates, Human Resources Consultants at eholl@pesceassociates.com **by Monday, March 10, 2025 @ 4:00pm.**