



Job Description Operations Manager

Kings Transit Authority

29 Crescent Drive, New Minas, Phone: (902) 678-7310, info@kingstransit.ns.ca

Position Title:	Operations Manager
Classification:	Full Time – Permeant
Probationary Period:	<ul style="list-style-type: none"> • Six (6) Months (new hire) • Three (3) month suitability period (internal hire)
Benefits / Pension/Salary:	<ul style="list-style-type: none"> • Very Competitive, inclusive Benefits Package. • Voluntary RRSP - Employer matched contribution plan. • Salary to be negotiated during interview process, will be in accordance with suitability and experience. • Flexible Work Arrangements can be discussed.
Reporting to:	General Manager
OHS Responsibilities:	KTA has established a goal of providing workplaces that are free of accidents, injuries, and occupational illness. Each employee has responsibility for this goal. Employees must work together to identify hazards and opportunities for improvement. Occupational health and safety attitudes and performance are important criteria in evaluating job performance.

Summary

Kings transit services The Municipality of the County of Kings, The Municipality of the County of Annapolis, and The Municipality of the County of Digby

The Operations Manager reports to the General Manager and is the second-in-command. The Operations Manager is responsible for providing direct administrative support, including employee payroll and hours tracking. Post-incident investigations, compilation of reports and support to the Operations Supervisor. These duties may include incident site attendance, report writing and investigation to protect the interests of Kings Transit and our Partners according to the Canadian Insurance Act.

Meeting directly with Operators, members of the public and those interacting or wishing to interact with Kings Transit in any sense. The Operations Manager is a direct line in the KTA succession plan.

Business casual wear is acceptable for this role.



Duties and Responsibilities

- Oversee all daily operational activities;
- Oversee route performance, while being responsible for network congruency;
- Oversee route adjustments to ensure the least impact on the customer is at the forefront of operational decisions;
- Document Route Deviations;
- Document communications with operators and outside entities;
- Ensure road construction information is sought out, while monitoring the effect on service. Communicate ongoing or future disruptions to Customer Service to communicate to the public;
- Create plans for detours and produce mitigation plans for the Operations Group;
- Respond to and have incidents such as,
 - Collisions (with or without injuries reported);
 - Safety Reports / Checks;
 - Attend incidents concerning safety matters;
 - Reported slips and falls (all other injuries) of customers and employees;
 - Employee or Customer Assaults;
 - Employee misconduct and/or other Customer Communications;
 - Property damage or mischief in relation to KTA assets, or obligations;
 - Environmental Incidents (reportable to NS Environment or not);
 - Any and all other incidents that are deemed reportable by the General Manager;Investigated;
- Report factual findings and observations to the General Manager by way of compiling the Transit Supervisor Incident Report (TSIR), including photos of incident locations, damage, injuries and other pertinent information to assess KTA's legal liability, provide an assessment and recommendation for remedial action;
- Support Operations by being available to attend to any emergency or service related issues that arise during **on-call duties**;
- Understand public perception, have worked in the public sector previously is an asset;;
- Respond to, and organize emergency shuttles in response to Kings Regional Emergency Management Office (REMO) request;
- May be required to over watch removal of KTA equipment from roadways or any other public location not owned by KTA itself, post-incident;



- Investigate and Respond to passenger communications when and where appropriate;
 - Participate in cash counting and operational auditing activities;
 - Lead by example, specifically by using the organizational Core Values and their own internal ethics;
 - Review all reports and incidents to ensure employees acted ethically, according to policy and legislation, take remedial actions if necessary;
 - Counsel, Mentor and Coach Employees under the OM's umbrella;
 - Management member of JOH&SC;
 - Employee Schedules and Tracking;
 - Head Committees, such as CUTRIC membership;
 - May be required to attend conferences as a delegate for KTA;
 - Works with accounting department in order to meet workforce budgetary numbers, identifying trends and gaps, and compiling payroll;
 - Oversee Ticket Vendor Distribution;
 - Promote a safe working environment;
 - Only In Emergency situations, may be required to operate a transit vehicle;
 - The Operations Supervisor and Operations Manager will co-operate in the on-call role;
 - Other duties as assigned by the General Manager.
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Skills / Qualifications

- Secondary School Diploma, or equivalent;
- Post-Secondary and asset, but not required;
- Previous experience in a transit environment;
- Previous Supervisory Experience;
- Strong numeracy and data entry skills;
- A high degree of analytical thinking and attention to detail;
- Customer Service Skills;
- Problem solving skills and attributes;
- Excellent Leadership and self-development Skills,
- Organization Skills;
- Time Management Skills;
- Able to assimilate and interpret a wide range of information;



- Team Building;
 - Valid Nova Scotia Driver’s License, Class 5;
 - Class 2, Nova Scotia License is an asset, required to acquire within probationary period post-hiring;
 - Clean Driving Record;
 - First Aid CPR/AED;
 - Able to recognize classifications, or violations of policy, procedures, or legislation;
 - Able to recognize areas of vulnerability and assess, then provide recommendations to mitigate liability;
 - Be of good character.
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KTA is committed to having the best-matched candidate be successful, so we encourage ALL applicants to apply. If you believe you are a fit for this role, please send in your resume and cover letter.

We are a growing organization and want to recognize talent in our own community. Every resume and cover letter will be reviewed and unsuccessful candidates will be provided feedback. This feedback may include information such as courses that can be taken to bridge experience gaps in order to improve the chances of success within the exciting field of public transportation in the future.

Ultimately Kings Transit’s goal is to eventually be able to hire solely within our community, providing more opportunity and growth from within.

LAST REVISED

09-02-2022

**Recruitment notice – 2022-02 – O
Coinciding Internal and External Postings**

To apply: Send your resume and Cover Letter to manager@kingstranist.ns.ca, drop it at the Customer Service Desk at the New Minas Office, or mail to:

29 Crescent Drive
New Minas, NS
B4N 3G7
ATTN: General Manager

Committed to the principles of diversity, equity and inclusion, KTA encourages applications from all qualified applicants. Accommodation is available for applicants, including those with disabilities, throughout the recruitment process. Please contact us here at the Administrative Office at 902.697.7310 for more information, or if you require accommodation.