



Job title: **Senior Manager, Maintenance**  
Job ID: 20240887  
Location: Burnaby Transit Centre South  
Full/Part Time: Full-time  
Regular/Temporary: Regular

## **Marketing Statement**

As the largest operating company in the integrated TransLink enterprise, Coast Mountain Bus Company (CMBC) operates a fleet of clean-fuel conventional and community shuttle buses, zero-emission trolley buses, and passenger ferry SeaBuses in Metro Vancouver, the largest single transit service area in Canada.

At CMBC, one of BC's Top Employers, we're committed to providing an innovative, healthy, and engaging workforce. This is reflected in our workforce of over 5,500 employees performing over 400 unique jobs, who are committed and empowered to deliver service that attracts nearly 1.1 million passengers daily and connects people, businesses, and communities in the Metro Vancouver region.

We have the important job of helping our passengers get to work, appointments, visiting with family and friends, and back again every day. Metro Vancouver relies on us, and we take that as a point of pride.

## **Responsibilities**

### **PRIMARY PURPOSE**

Provides senior leadership to Maintenance Managers and efficient support of CMBC's Maintenance facilities and Bus Services operations within the Metro Vancouver region.

Contributes as a senior leader of the CMBC Maintenance management team providing input to the development of divisional goals, objectives, strategies, key initiatives and shares accountability for departmental achievements. Supports the

Director Maintenance in translating business goals into long and short-term strategies and plans for transit bus maintenance, with particular focus on operational and resource planning to optimize fleet availability, quality and cost control.

Provides senior leadership to all transit maintenance facilities providing 24/7/365 service within the Metro Vancouver region, and assisting in the management of a substantially large trades



workforce, ensuring adequate resource levels and skill development to meet business requirements, and compliance with collective agreements.

Identifies and takes action on potential risks and opportunities in areas of accountability and alerts senior management to critical issues. Directs ongoing assessment of procedures and processes, implementing enhancements as necessary to streamline and optimize service support functions. Ensures alignment of all areas to enterprise standards, policies and processes; and ensures compliance with regulatory and other related requirements.

Builds and maintains relationships with union executives and representatives, engaging in dialogue to mitigate and resolve emerging issues, and fostering acceptable productivity levels.

Assists in the development and delivery of operational metrics and key performance indicators required to measure business performance and recommends go-forward strategy to address performance gaps. Provides senior level expertise and advice to Director and CMBC executive on all aspects of Maintenance, and reports on status of fleet and staff incidents at key intervals.

Represents CMBC Maintenance on various committees and stakeholder meetings; and participates in development/implementation of CMBC and enterprise initiatives.

Manages reporting staff, including selection, training, coaching, development, performance management and all other people management practices. Assists the Director when requested in providing direction to their reporting staff. .

## **Qualifications**

### **EDUCATION AND EXPERIENCE**

The requirements for this job are acquired through an Inter-Provincial trades qualification and 8 years of related experience in progressively responsible positions, including Managing a maintenance facility within the transit industry

### **OTHER REQUIREMENTS**

Advanced knowledge of the concepts, principles, practices and techniques pertaining to business management within the transit industry, particularly as it pertains to Maintenance best practices, Employee development and State of good repair in a cost-effective manner.

Solid understanding of the relevant systems and software pertaining to areas of accountability

Advanced planning and organizational skills to develop strategies and plans for all areas of accountability.



Advanced interpersonal and communication skills to provide expertise and advice to Director and CMBC executive; engage in dialogue with union executives/representatives to address and resolve issues; and to represent CMBC on various committees and stakeholder meetings

Advanced analytical, problem solving and decision-making skills to identify and mitigate risks pertaining to areas of accountability, and to identify and resolve roadblocks to achieving service support goals

Advanced leadership, development and team building skills to manage direct reports, and to provide senior direction to management of indirect reports (includes solid knowledge of labour relations, dispute resolution, and related legislation in the context of people management)

Advanced time management and organization skills to balance and coordinate effort across multiple, concurrent activities.

Solid computer skills in standard office software tools including word processing, advanced spreadsheet software and different web-based data management and industry-specific software packages.

### **Other Information**

Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process. A standard interview format will be used including general, scenario and behavioural descriptive interview questions.

### **Work Schedule**

37.5 hours per week.

### **Work Designation**

Resident

This position works predominately on-site

### **Rate of Pay**

Salary \$117,600 - \$176,400 per annum (Actual salary offered will be commensurate with education, experience and internal parity).



The Total Compensation Package includes Extended Health, Dental, Transit Pass and enrollment in the Public Service Pension Plan. Focus on your development through tuition reimbursement, training, and mentorship programs. Enjoy a variety of health and wellness programs, including access to gym facilities. Speak to us to know more about what we offer.

### **How to Apply**

Please visit our [Career Page](#) to apply for this position.

INSTRUCTIONS: Please save your (1) cover letter, and your (2) resume as one PDF document prior to uploading your application on-line.

Closing Date: Open until Filled

Please note that only those short listed will be contacted.

Having trouble applying? Please view the [System Requirements & FAQ's page](#).

If you have questions, please connect with us at [jobs@coastmountainbus.com](mailto:jobs@coastmountainbus.com).

### **Equal Employment Opportunity**

Coast Mountain Bus Company is committed to employment equity and building a diverse workforce, representative of the customers we serve and the many communities in the Metro Vancouver region. We welcome and encourage Indigenous applicants, people of colour, all genders, 2SLGBTQ+ and persons with disabilities to apply. Learn more about TransLink's commitment to equity, diversity and inclusion.

Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at [jobs@translink.ca](mailto:jobs@translink.ca).