

DEFINITION

This classification is responsible for the daily operations of the Operations Technicians function. The Team Lead Operations Technicians provide leadership, coaching and guidance to staff regarding daily operations. This includes oversight of all aspects related to the preparation and maintenance of the vehicles and the garage, operator absence coverage assignments (Spareboard), maintenance of all equipment, Mobile Data Terminals (MDT), radios, etc. and the fare handling process. This position is the functional expert for the Operations Technicians function and for the fleet management modules of the Trapeze system and other systems and databases used in daily operations.

TYPICAL DUTIES *

Ensure the Operations Technicians have the tools and resources to do their work effectively.

Develop and implement policies and processes for the Operations Technician function, in consultation with Managers, Team Leads and staff.

Manage and resolve escalated issues.

Facilitate regular meetings and consistent communication to the Operations Technician regarding all changes or issues that affect their work.

Perform the duties of an Operations Technician as required.

Lead continuous process improvement initiatives by identifying gaps in knowledge and or procedures.

Function as the subject matter expert regarding the Trapeze system modules related to the Operations Technician function, working with the technical experts, to ensure they are functioning at an optimum level.

Perform quality control activities to ensure a high level of performance and to ensure policies and procedures are being consistently applied.

Plan and manage the collection of statistical data for the Operations Technician function.

Develop and implement a comprehensive training program for staff.

Perform on-going coaching and support and conduct regular performance reviews for staff, in consultation with the Manager.

Facilitate issue and conflict resolution processes within the team and escalate to the Manager when necessary.

Develop and implement staff schedules to ensure appropriate coverage.

Approve staff over-time, vacation, and other absences, under the general direction of the Manager.

Provide support and assistance to the Manager, with recruitment processes for positions in the area.

Collaborate with other Team Leads in the development and implementation of policies and procedures.



Participate on cross-functional teams.

Represent DATS and/or Operations Technicians by participating on internal and external committees.

Support and participate in DATS events.

Provide support and back-up to the Manager and Teams within the Operational Services area.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of systems and databases, within a transit or transportation environment

Ability to solve problems and make quick independent decisions for immediate issues

Demonstrated ability to manage a high volume of deadline based work

Ability to work well under pressure

Strong communication and interpersonal skills

Client focused approach

Ability to work independently

Demonstrated ability to lead and supervise a team within a unionized environment

Proficiency with computer software (Windows, Office, Google), databases and systems

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of Grade 12. Coursework in supervisory or leadership training. A minimum of five (5) years experience in a transit, transportation or similar industry as a service person involved in vehicle maintenance, two (2) of which must demonstrate relevant supervisory experience. A valid Alberta Class 5 drivers' license is required. Must be eligible to hold a City of Edmonton Driver's permit.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	7048		7049	
Grade	012		013	

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