
General Manager

Waterloo, ON

Overview

The General Manager has responsibility for leading the company strategic development and operations to ensure it provides a safe, accessible, reliable and high-quality light rail transit system that makes the community, passengers and people proud, and supports a significant increase in transit ridership. The incumbent reports directly to the CEO and cross functionally to the President.

What You Will Do

- Develops the integrated business plan within the wider KCA plan, considering the delivery approach, key milestones, dependencies, scope, effort, resources, budgets and quality to include:
 - Resourcing for organizational performance optimization
 - Identification of key business priorities
 - Identification of organizational synergies
 - Recommendation of differential investment
- Identifies and implements opportunities for variations and additional works to support ongoing development of the Waterloo Light Rail Transit System.
- Accountable for the overall organizational safety performance.
- Ensure the organizational safety strategy reinforces our 'we care' value, so that each employee, passenger and individual who comes into contact with our organization is treated with the appropriate care and safety consideration.
- Establish and maintain a culture of safety so that safety is the front of mind consideration for all employees and a way of life within the organization.
- Ensures all relevant statutory and regulatory safety polices are applied and adhered to.
- Contribute to the safety culture through displaying exemplary safety-oriented behaviours.
- Ensures regular review and timely response to all identified safety matters.
- Leads a systems safety philosophy and ensure a just culture within the organization where all employees are treated fairly and understand their contribution to the organization's safety philosophy.
- Accountable for the organization's overall operational performance.
- Ensures the delivery of safe, reliable, on time and customer-oriented services.
- Ensures the collection and reporting of performance is accurate, timely and adheres to contractual requirements.
- Leads a culture of continuous improvement in accordance with our value of we 'imagine' ensuring sustainable improvement.
- Ensures asset management approach focused on asset safety and reliability to meet short-, medium-, and long-term requirements.
- Drives the organization to achieve leading levels of customer satisfaction.
- Leads a customer-oriented culture where all staff 'think like a passenger'.
- Ensures the organization provides highly accurate and timely passenger information.

- Supports a network wide customer satisfaction approach through promoting inter-modality and mobility integration in collaboration with other operations.
- Establishes and maintains the culture of the organization through displaying leadership aligned to the company's values.
- Leads an engaging high-performance culture where each individual is able to work to their full potential in the aligned delivery of the business objectives.
- Manages the senior management team and create a positive, collaborative, team-oriented environment in which they can work effectively.
- Builds the talent pool to ensure future capability to deliver the organizational business plan.
- Accountable for economic performance – budget setting, monitoring, and taking corrective actions as necessary to ensure objectives are met.
- Identifies opportunities for growth in the current and future market context for the division and region.
- Improves the financial performance of the business in a sustainable manner.
- Ensures the long-term sustainability of the business by assessing the impact of direct and indirect changes to the network throughout the term of the contract.
- Accountable for the quality of relationship with client and consortium.
- Identifies opportunities to improve delivery of the organization's contractual obligations in order to develop win-win outcomes for operator and client in accordance with our value of 'we commit'.
- Monitors and assures the quality of the Stakeholder relationships for the organization.
- Ensures that the organization remains sensitive to key stakeholder needs and thereby remains a known and respected contributor to the growth and prosperity of the region.
- Represents the company to local public transport agencies and private entities in order to build the company's' market reputation.
- Identifies local market opportunities to grow contracts and add additional revenue streams that compliment current scope of services.
- Scans local market for future development opportunities and makes recommendations accordingly.

Skills & Qualifications

- Bachelor's Degree or equivalent training and experience.
- Minimum 3 years' experience in a senior management role in a transit system is required. Previous rail experience is preferred.
- Management experience in including profit/ loss responsibility and accountability for safety and performance.
- Work well as part of a team.
- Possess excellent communication, interpersonal and decision-making skills.
- Will be fluent in English with excellent written and verbal communication skills.
- Must be able to work effectively in partnership with various public and private stakeholders.
- Must be customer-focused with the ability to inspire your team with commitment and enthusiasm.
- Will have the ability to identify and solve problems in a structured and analytical way
- Must be legally entitled to live and work in Canada.



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- Must have experience in dealing with Clients and various stakeholders such as Emergency Services providers.
- Has evidence of experience and accountability for emergency planning, incidence response and safety management in a transit environment.
- Experience working in a public/private partnership is an advantage.

Your Next Steps

Email your resume in **word format** to gtremblay@radarhh.com Please quote **project #106900** in the subject line. radar promotes the highest standards of integrity and principles of quality, diversity, equity, and ethical practice. We thank all those who submit their résumés. Only those selected for further consideration will be contacted.