

Job Description

POSITION TITLE: General Manager

REVISION DATE: March, 2021

REPORTS TO: Board of Directors (at board meetings)
Board Chair (as required between scheduled board meetings)

POSITION SUMMARY:

The General Manager is responsible for the day-to-day management of the organization's Human Resources; Occupational Health and Safety Program; Finances; Bus Routes and Schedules; and Bus and Equipment Maintenance. In addition, the General Manager is responsible to support the activities of the Board and to keep the board informed of key issues or changes related to operations.

PERFORMANCE APPRAISAL To be conducted on an annual basis.

This description is intended to provide an outline of the general areas of responsibility and duties associated with this position. Position descriptions are not intended to capture the full breadth of tasks and/or assignments an employee may be directed to complete at a specific time. The Authority reserves the right to make changes to this position description, as required by the organization, without impact upon the employment relationship.

JOB DUTIES & RESPONSIBILITIES

1. Human Resources Management

1.1. Policy Administration. Prepare, maintain, review and update Human Resource Policies as needed, ensuring the fair and equitable application of these policies and compliance with the Labour Standards Code of Nova Scotia.

1.2. Recruitment. Manage all recruitment activities including participation on interview panels, development of recruitment tools and negotiation of offers with prospective staff members. Prepare recruitment reports to ensure proper documentation is in place to support hiring recommendations/decisions.

1.3 Performance Management & Employee Relations. Review and update the Performance Evaluation System on a regular basis to ensure it is current and meets the needs of the organization. Conduct and/or manage the job evaluation process, ensuring that proper records are in place to demonstrate that annual appraisals of all staff are carried out. Manage all progressive discipline activities, keeping proper records as required to ensure that any under-performance or misconduct is addressed in a timely manner and in compliance with labour standards.

1.4. Training and Education. Provide a thorough orientation for new employees that clearly establishes expectations for behavior and performance. Evaluate need and/or requests for training and education. Ensure employee records are updated to include all training, continuing education and licensing upgrades. As appropriate, organize or provide in-house training.

1.5. Compensation and Benefits. As part of budget preparations and deliberations, ensure that Kings Transit salaries and employee benefits are comparable to marketplace salary bands on an annual basis.

1.6. Other Activities. Maintain working knowledge of best employment practices within public transit systems with a view to ensuring Kings Transit is a great place to work

2. Occupational Health and Safety

2.1. Policy Administration. Prepare, maintain, and update the Authority's Occupational Health & Safety (OH&S) programs and policies, ensuring compliance with legislative requirements.

2.2. OH&S Training and Education. Ensure that all employees are trained to regulatory standards, ensuring a safe and healthy workplace and giving particular attention to the needs of new employees for training and education.

3. Board Relations & Support

3.1. Policy Administration. Ensure that adequate board policies are developed, reviewed and updated in a timely fashion.

3.2. Registry of Joint Stocks. Ensure that details of Directors of the Board are current and that any other filing requirements are made in a timely fashion.

3.3. Signing Authority Bank Accounts. Ensure that the appropriate signing officer's protocols are in place.

3.4. Board Meetings & Support. Ensure adequate administrative support is provided to the Board Chair for the production of timely agendas, minutes, reports and records of board activities. Provide orientation to new board members prior to, or within one month of, a member's first board meeting.

3.5. Action Plan. Maintain and track action items, ensuring timely reporting to the board with regard to progress and/or unanticipated delays.

3.6. Strategic Planning. Provide leadership to the board with regard to short and long business and/or strategic planning with the aim of maximizing strengths and opportunities and addressing any organizational weaknesses.

3.7. Accountability. Between board meetings, ensure that the Board Chair is informed of any key or unanticipated issues.

3.8. Regular contact with senior staff of owners/partners and other stakeholders is required to maintain a high level of coordination and sharing of information.

4. Financial Management

4.1. Policy Development. Prepare, maintain, review and update Financial Policies to ensure that a high level of financial management is maintained and that regulatory standards are met. Policies to include, but not limited to: handling receipts of cash and cash disbursements; administration of payroll and employee benefits; reconciliation of bank, sales tax, and Revenue Canada accounts; inventory control; spending authority; tendering; and contracting for goods and services.

4.2. Supervision of Finance Staff. Ensure employee job descriptions clearly indicate an employee's financial duties and responsibilities, if any, and who is responsible for direct oversight. Review the work of the Financial Coordinator on a monthly basis to ensure compliance with Financial Policies.

4.3. Financial Reporting & Record Management. Ensure detailed financial reports, associated data and analyses are completed on a timely basis and that financial documents are in good order for submission to auditors on an ongoing basis. Deal with and/or implement recommendations from auditors, to the largest extent possible, at the soonest point possible, following receipt of the auditors' management letter.

4.4. Budget Preparation & Management. Based on business, service partners' considerations and/or strategic plans, prepare and present annual Capital and Operating Budgets for board and municipal partners' approval(s). Review budgets throughout the year and recommend corrective action to the board as required.

4.5. Management of Goods and Services. Prepare and issue Requests for Proposals (RFPs), review RFP responses and make recommendations to the Board regarding purchases, ensuring that all comply with Financial Policies.

4.6. Management of Revenue Streams. Actively manage ridership and advertising revenues with a view to creating annual growth.

4.7. External Relationships. Maintain good relationships with suppliers, funders, banks and any other institutions conducting financial business with the authority.

5. Public Relations and Customer Satisfaction

5.1. Representation. As the Authority's designated spokesperson with the public and media, as well as municipal, provincial and federal governments/agencies present the Authority in a professional, effective and efficient manner.

5.2. Branding. Ensure the Authority's brand/public profile on social and other media channels is professional, effective and efficient.

5.3. Consumer Contacts. Ensure that suggestions, complaints, and other types of communication from riders and/or special interest groups are dealt with in a timely fashion and that records are kept of any key issues requiring action or system change. In a timely fashion, communicate to front end staff any required changes to their engagement with customers.

5.4. Schedules and Routes. Review schedules and routes on an annual basis, report results to the board, and ensure that any required adjustments are submitted in a timely fashion to the Utilities and Review Board.

REQUIRED QUALIFICATIONS AND EXPERIENCE

Education and Experience

- Completion of a bachelor's degree in Business or Public Administration, or applicable experience within a public transit system or relevant organization. (An equivalent combination of education and experience will be given consideration).
- Minimum of five (5) years in a senior administrative position, with experience in a public-sector environment considered an additional asset.
- Formal training in Occupational Health and Safety, including Workplace Inspection and the Internal Responsibility System or the ability to achieve this within the first 3-months of employment.
- A valid Nova Scotia Motor Vehicle Class 5 License or the ability to achieve this License within the first 3-months of employment.
- Ability to submit a clean Criminal Record Check and a Vulnerable Sector Report.

Knowledge, Skills, Abilities

- Strong organizational, analytical and financial skills.
- Excellent written and verbal communication skills and the ability.
- The ability to maintain confidentiality.
- Ability to use social media platforms, Microsoft Outlook, Word, PowerPoint and Excel at an advanced level. Familiarity with payroll software and with used within the public transit sector.
- Strong project management skills with the ability to operate within tight timelines and budgets
- Excellent inter-personnel skills that includes the ability to resolve conflicts.
- Excellent time management skills to meet the challenges of a busy and diverse work environment.
- Ability to develop partnerships with other agencies/community organizations
- Ability to transfer the organization's mandate to meet the future needs of community transit opportunities

Working Environment

- The workload of this position is frequently unpredictable involving the requirement for overtime.
- Flexibility in terms of hours of work is required due to the unpredictable demands that come with this position.