


MOSAIC TRANSIT MAINTENANCE FINCH WEST LRT	STAFF POSITION DESCRIPTION	
Job Code: MTM-HRE-JOB-001	Title: Operations Coordinator	Date Prepared: Nov 2018 Revised: May 2024

**PURPOSE OF THE POSITION**

As a key member of the MTM team, the Operations Coordinator will lead the coordination of maintenance activities between MTM and its stakeholders, in order to enable the execution of the operations and maintenance requirements of the business. The coordination activities will include (but not limited to): integration and tracking of daily, weekly, and monthly planned activities, participation in coordination meetings with relevant stakeholders, etc.

In addition, the Operations Coordinator will be responsible for the development, implementation and control of MTM policies, procedures and plans, including the numbering and storing of documents as well as the status of each submittal, maintaining the administrative databases for clean and consistent audit trails.


This position might be requested to take the meeting minutes and share meeting agendas of coordination related meetings. This position reports to the Maintenance Director.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Identifying operational requirements; formulating and defining scope and objectives based on business needs, reporting requirements, contractual obligations, and efficiency considerations.
- Providing design input, incorporation, development, and support for operational deliverables based on the identification, analysis, interpretation, and presentation of statistical data, from integrated information systems, to support the business.
- Creating standardized templates, tools, and reports for the organization’s administrative document control process; developing and updating internal operational procedures as needed.
- Creating, manipulating, and continuously improving databases for the purposes of regular reporting and analysis.
- Preparing timely and accurate operational plans, reports, and procedures for the MTM management team, Board, and associated business units.
- Support the identification, development, documentation, organization and review of relevant procedures and work methods that support safe and efficient maintenance activities.
- Performing a suite of general administrative tasks in support of the business, including coordinating team meetings (i.e. managing meeting minutes, agenda etc.), filing and retrieving corporate documents and reports, managing office orders (i.e. office supplies), maintain logs and spreadsheets for office activities, assist in preparing reports and presentations, track and monitoring training requirements, etc.

**QUALIFICATIONS (SKILLS, KNOWLEDGE & EXPERIENCE)**

- Completion of a diploma or degree in Engineering, Business Administration, Transportation, or related field – or a combination of education, training and experience deemed equivalent.
- Minimum five (5) years’ progressive experience in a transportation or related business, or an educational background that is deemed to equivalently support the business needs.
- Must have a good understanding of operational theory and practice, preferably in a transit environment, preferably rail.

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- Must have (or the ability to quickly acquire) good operating technical knowledge of rail vehicle and rail infrastructure maintenance procedures and practices as they apply to rail maintenance operations.
- Must have a good understanding of project management concepts and practices. Ability to plan, conduct, co-ordinate and execute projects associated with the development, implementation, and maintenance of business information systems.
- Requires demonstrated knowledge of information systems and computer technology concepts, principles and practices and their application in a business environment.
- Understanding of Private Public Partnership (P3) structures is beneficial to the position.
- The position is required to become familiar with the Project Agreement, and all other relevant contractual agreements related to the scope of responsibilities.
- Good working knowledge of personal computer applications used in an office environment, comprehensive knowledge of systems analysis and database design concepts and practices.
- Requires sound knowledge of a relevant discipline such as Computer Science, Business Administration, Engineering and/or operations technology.
- Must possess sound judgement, highly developed interpersonal skills, well developed organizational, analytical, problem solving, and oral and written communication skills.
- Ability to work independently as well as to co-ordinate efforts of others to accomplish objectives.

**PHYSICAL DEMANDS & WORKING CONDITIONS**

Light physical effort overall. Requires close attention to detail and the ability to prioritize competing demands. General office working conditions, with occasional visits required to shops and field, with associated weather, vehicle, and task hazards.

**INDEPENDENCE, INITIATIVE, FREEDOM TO ACT**

Works under the general direction of the Maintenance Director and/or Deputy Maintenance Director. Performs majority of duties with minimal supervision. Exercises a high degree of initiative and independence in the co-ordination and development of operational plans and reports and in the modification and development of related procedures to increase overall efficiency.

**JOB DIMENSIONS/CONSEQUENCE OF ERROR**

Errors made in the performance of normal duties could result in ineffective and inefficient use of resources, thus adversely affecting the efficiency of MTM vehicle and equipment maintenance/repair operations. Inaccurate, incomplete, or untimely reports and information could negatively affect decisions made by MTM personnel who utilize such data, causing loss of asset availability, project delays, monetary losses, reputational damage, or embarrassment.