



## Maintenance Supervisor

### JOB DESCRIPTION

The Maintenance Supervisor is responsible for hands-on day to day supervision of a local maintenance facility and oversees the preventive maintenance scheduling and repair of the buses used to provide service to NEC customers in the service area associated with the maintenance facility. The supervisor has operating responsibility for the local maintenance facility and staff. The supervisor will implement maintenance standard operating procedures at the local level to ensure that maintenance staff follows these procedures in carrying out their duties. The supervisor will oversee the daily upkeep of the maintenance facility, any offices associated with it, and the parking lots (local and satellite) served by this maintenance facility. This Maintenance Supervisor will determine requirements for equipment, materials, and manpower resources. The Maintenance Supervisor represents Operations on cross-functional leadership teams to drive site and business goals.

#### Job Responsibilities Include:

- Maintain the maintenance shop facility in a state of operational readiness during its scheduled working hours.
- Oversee the day to day upkeep and repair of the shop and its equipment.
- Participate in the annual planning, budgeting and resourcing activities for this maintenance facility under the guidance and direction of the appropriate Regional Maintenance Manager.
- Oversee (and personally comply with) the local implementation of NEC maintenance and safety standard operating procedures in this maintenance facility, ensuring that local maintenance staff follow them, and comply with all locally applicable public authority legislation, regulation and standards.
- Oversee the local use of NEC's Fleet Management System application, and maintenance facility staff to record and to track local maintenance work orders and local parts inventory within NEC systems.
- Oversee the parts inventory maintained and used in this maintenance facility.
- Ensure that staff complies with EAM withdrawal, usage tracking and restocking procedures for the local parts inventory physically and within NEC systems.
- Plan and schedule daily / weekly work activities of all Maintenance Staff
- Participate in the local inventory requirements and replenishing planning process under the direction and guidance of the Regional Maintenance Manager.
- Oversee (and participate in without exceeding 25% of you daily workload) the work needed to implement preventive maintenance for the vehicles serviced by this maintenance facility.
- Oversee (and participate in without exceeding 25% of you daily workload) the work needed to complete "unscheduled repairs" to the vehicles services by this maintenance facility.
- Represent the maintenance activity at the local level in its interaction, communication and coordination of activities with other local operations functions: driver care, route operations, and customer care.
- Supervise the maintenance staff at this facility.
- Coach each maintenance staff member on those aspects of their performance where improvement will increase the quality and the volume of their contribution to NEC.
- Intervene directly and personally when immediate disruptive behavior on the part of maintenance staff at this facility is likely to have an immediate negative impact on other staff, on passengers or customer personnel or on the safety of passengers.
- Communicate with the Regional Maintenance Manager about disruptive or non-productive patterns of behavior on the part of maintenance staff, which although they do have an immediate negative impact, have adverse impacts on NEC service commitments or operations. Take appropriate action to address these patterns after such dialog, under the guidance and the direction of the Regional Maintenance Manager.
- Motivate, train and ensure that staff is providing the best quality maintenance service.
- Implement preventative maintenance programs.
- Monitor computer generated maintenance data.
- Work independently, making quick decisions while working under pressure.
- Review equipment performance as it relates to maintenance.
- Perform facility inspections.
- Train and provide development opportunities for staff. Ensure annual goals are complete and communicated. Ensure Global Performance Management System is up to date and regular feedback is provided to staff members.

- Monitor and evaluate team members, and adjust training where needed.
  - Model and promote the Corporation's Code of Business Ethics and Values.
  - Perform general management duties, exercising usual authority concerning staff, performance appraisals, promotions and terminations.
  - Responsible for training and development of subordinate staff, estimating personnel needs, assigning work, meeting completion dates, interpreting and ensuring consistent application of organizational policies.
  - Act as a team role model and change-agent.
  - Positively lead and influence team members to partner together to achieve individual and business goals.
  - Lead projects and improvement initiatives, scheduling and service planning.
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- Drive execution of maintenance improvement plans, ensure priorities and accountabilities are always clear within operations, provide resources and remove obstacles to ensure success.
  - Oversee the practice of all health and safety procedures, ensuring that safety is employees' top priority.
  - Lead a safe operation of the Maintenance shop and comply with legal, legislative and corporate safety requirements.

**Job Requirements Include:**

- Demonstrated at least 3 years as an empowering leader in a dynamic, fast-paced, hands-on environment.
- Ability to evaluate alternatives in order to make best overall value decisions based on considering cost, customer expectations, driver needs and other factors.
- Possession of the required certification for the assigned location by a recognized certifying agency (e.g. Certification by the Automotive Service Excellence (ASE) testing program to attain Master School Bus Technician standards within two years after employment, possession of a Red Seal endorsed interprovincial certificate as certified journeyman, Ontario Truck and Coach certification (310T) etc).
- Thorough knowledge of and the ability to interpret and apply legislation, regulations and standards applicable to the assigned location (e.g. Federal, State, Provincial, local).
- Thorough knowledge of the practices, techniques, procedures, materials and appropriate use and maintenance of special tools and electronic test equipment commonly used in the diagnosis, repair, preventative maintenance and modification of vehicle maintenance to prescribe procedures, methods and materials to assigned staff on complex repairs/projects.
- Knowledge of current technology used in the repair and diagnosis of vehicles, equipment and their component systems.
- Knowledge of safe work practices, including handling of hazardous materials.
- Knowledge of supervisory and training techniques with demonstrated experience successfully supervising and training Technicians.
- Knowledge of NEC vision, values, structure, programs and service promise and relevant policies, procedures and practices to support NEC goals and objectives and coordinate appropriately with other business units.
- Significant automotive or truck technical repair and preventive maintenance experience.
- High School Diploma or equivalent combination of education, training and experience.
- Must be 21 years of age or older.

**Interested candidates can apply at our company website [www.Stocktransportation.com](http://www.Stocktransportation.com)**

***OR At Our Facility:***

**STOCK TRANSPORTATION - 51 Frazee Avenue, Dartmouth, NS B3B 1Z4**