



## OPERATIONS SUPERVISOR (Full-time, Permanent)

The Alberta Motor Transport Association is a not-for-profit, advocacy and safety training association functioning as The Voice, The Standard and The Resource for commercial transportation in Alberta. For more than 80 years, our work has encompassed a broad range of environmental, social, economic, safety and compliance matters that impact provincial highways. Research and innovation is now at the forefront of our projects, enabling the AMTA to bring key stakeholders together to lead research and develop new technologies that will significantly enhance the industry while reducing human and environmental impacts.

### LOCATION

Edmonton

### JOB SUMMARY

The Operations Supervisor supports the delivery of AMTA's various programs by managing staff and contractors, with a focus on excellence in service delivery for everyone who participates in AMTA's education and quality assurance programs. Working with other teams as necessary, the Operations Supervisor ensures a seamless flow of information to and from the program delivery team and ensures that AMTA's facilities and information technology infrastructure are maintained and support an excellent experience for our members.

### AMTA VALUES

#### Character of our People

Relentless professional integrity with a commitment to service, collaboration, fairness, and respect that celebrates diversity and drives excellence in everything we do.

#### Advancing Innovation

Exploring opportunities for continuous improvement to provide solutions that support and encourage positive advancement of AMTA and industry.

#### Member Focused

Hearing and responding to our members; respecting the importance of their experience and continuously striving to create value that exceeds expectations throughout our planning and delivery.

#### Passion for the Industry and Safety

Bringing our energy and expertise to everything we do in support of an essential industry that makes the world a better place.

### ROLE RESPONSIBILITIES

- Ensure the Association is delivering high-quality services to members at every point of interaction, including customer service and program delivery, working with other teams as necessary to ensure a frictionless experience accessing AMTA's resources
- Ensure that all legislative and other administrative requirements of the LCV and PDIC programs are fully met and maintained, including ensuring that the Driver Training School License is renewed annually

- Working with the Education Administrator, manage the administration requirements of AMTA's designation programs
- Create the annual course calendar
- Working with the Marketing Communications team, grow AMTA's student numbers for both online and instructor-led training
- Provide daily supervision to staff instructors and Education Administrator, as well as managing AMTA's contract instructor team
- Ensure annual instructor monitoring requirements are completed
- Review student feedback after every course delivery and act on reported issues and common themes and trends
- Be an organizational resource for AMTA's Learning Management System (LMS), including
  - Providing training and technical support to employees and students
  - Management of the software vendor
  - Creation and deployment of forms
- Participate in internal and external committees and working groups
- Facilitate a feedback and communication loop between AMTA's Education Development and Education Delivery teams
- Oversee the planning, implementation, execution, and evaluation of special projects
- Participate in the projects where necessary in order to achieve the required objectives
- Draft policy, procedure, and standards for the approval and implement; review existing policies on an annual basis and recommend changes as appropriate. This includes both internal policies as well as policies and standards which govern program administration and delivery
- Identify, assess, and inform the Executive Director of internal and external issues that affect the Association
- Coordinate assigned staff and contractors to manage the Association's facilities and properties, ensuring Preventative Maintenance processes are in place
- Manage the Association's IT managed services vendor, and work with procurement to ensure that staff technology needs are planned and budgeted
- Assist with the planning, setup, and execution of AMTA events in Northern Alberta, in collaboration with the Events Specialist
- Provide the Executive Director with comprehensive, regular reports on the activities of the program delivery team
- Report on the program delivery team's activities through AMTA's internal communications program

## COMPETENCIES REQUIRED

- Attention to Communication
- Conflict Resolution
- Attention to Detail and Organization
- Customer Orientation
- Delegating
- Develops Others
- Establishes Focus
- Initiative



- Integrity and Accountability
- Process Orientation
- Safety Minded
- Tech Savvy

## EDUCATION AND EXPERIENCE

Education: Post-secondary education in business administration, operations management, or equivalent experience.

Experience:

- Minimum five years previous experience as an operations supervisor or similar role
- OHS certification, commercial transportation experience, professional instruction, or prior academic institution experience would all be considered assets
- Hands-on experience implementing operational processes
- Excellent project management, administrative management, and organizational skills
- Team leadership

## COVID-19 PRECAUTIONS

- Remote interview process
- Personal protective equipment provided or required
- Social distancing guidelines in effect
- Virtual meetings
- Sanitizing, disinfecting, or cleaning procedures in place

We offer competitive compensation and a comprehensive benefits package.

If you are interested in joining our organization and becoming part of a strong, dynamic team, please forward your resume to [careers@amta.ca](mailto:careers@amta.ca) by August 12, 2021.

**Thank you for your interest in this position. Only those selected for an interview will be contacted.**