

C.S. Day Transport Ltd.

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115 Henderson Drive
Regina, Saskatchewan
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JOB TITLE: OPERATIONS MANAGER

GENERAL ACCOUNTABILITY

The Operations Manager is responsible for overseeing the transportation and operational functions of the C.S. Day Transport business, overseeing the smooth operation of dispatch and delivery of fuel, health and safety of C.S. Day Transport employees and clients, as well as maintaining the high standard of service excellence that has been established within C.S. Day Transport's culture and people.

The Operations Manager oversees the day-to-day functions of the organization through the support of the operational leadership team, ensuring C.S. Day Transport is operating in alignment with the organization's strategic plan, and C.S. Day Transport's mission, vision, and values. The Operations Manager achieves this through the development of a culture of safety, accountability, and collaboration.

Reporting to the President of C.S. Day Transport, the Operations Manager leads the Operations Leadership Team along with three direct reports – the Driver Manager, the Safety & Training Manager, and the Mechanic.

PEOPLE DEVELOPMENT

1. Leads a team of direct reports, including the Driver Manager, Safety and Training Manager, and C.S. Day Transport Mechanic.
2. Builds a culture of leadership, accountability, and safety and is committed to leadership development across the company, supporting employees through mentoring, training and developmental opportunities.
3. Participates in employee interviews, hiring, onboarding, discipline and offboarding activities in support of the operations leadership team when necessary.
4. Completes annual performance evaluations and schedules regular check-ins with all direct reports.
5. Coaches drivers on operation of equipment or to perform duties they may not be familiar with
6. Occasionally leads monthly Safety Meetings for drivers

SAFETY MANAGEMENT

1. Oversees and completes internal audits to ensure ongoing compliance with the Motor Vehicle Transportation Act, Transportation of Dangerous Goods Act and Regulations, and the Canadian National Safety Code Standards.
2. Acts as a Management Representative at Occupational Health and Safety Committee meetings.
3. Completes building and yard maintenance inspections to ensure safe conditions and compliance.
4. Acts as the primary incident response contact for building emergencies, collisions, or delivery issues.
5. Ensures safety is a priority and is embedded within the organizational culture.

POLICY DEVELOPMENT

1. Works with the President to develop and revise operational policies to ensure compliance with legislative and regulatory standards.
2. Develops and maintains the Shop Manual, including regular review of all Standard Operating Procedures (SOPs), regulations and requirements to ensure policies and procedures are updated and compliant.
3. Conducts ongoing development, implementation, and evaluation of preventative maintenance strategies and standards for the fleet of vehicles.

FLEET MAINTENANCE AND STRATEGIC RESOURCE MANAGEMENT

1. Identifies and establishes specifications and requirements for future purchases.
2. Coordinates preparation of new trucks for operation
3. Ensures all documentation, stickers, permits, and information accompanies all fleet trucks on the road
4. Oversees daily and periodic truck inspections.
5. Manages daily preventative maintenance scheduling as well as arranges and plans truck repairs and inspections with third-party vendors and suppliers.
6. Maintains fleet supplies and repair inventory such as oil, grease, DEF, tires, paper towels, windshields, headlights, airline components, etc.
7. Coordinates road-side rescue of fleet vehicles in need of repair.
8. Management and strategic investment of operational budgets, including management of tire budgets, investment in ADAS and fuel-efficient technology and replacement of fleet vehicles.
9. Analyzes cost-benefit of truck technology upgrades and improvements.
10. Establishes, maintains, and reviews vendor relationships for vehicle parts and repair to ensure maximum value for investment.
11. Assesses viability and return on investment for current and future fleet investment.

FACILITIES AND IT SUPPORT

1. Oversees management of facility, including maintenance of yard, parking lot, and landscaping, addressing facility maintenance (preventative and other). Plows snow as required to ensure yard is cleared.
2. Oversees third party vendors such as electricians, plumbers, and janitorial contractors.
3. Maintains facility security systems and cameras.
4. Maintains facility supplies inventory, including paper towels, toilet paper, disinfectant wipes etc.
5. Manages IT and potential IT vendors for the organization.

OPERATIONAL ACCOUNTABILITIES

1. Oversees the daily routing and scheduling process, including assisting with the daily dispatch for both highway and city drivers as needed.
2. Assists drivers with issues relating to routing and scheduling issues as well as manages loading and unloading issues that impact levels of service for the customer.
3. Oversees driver records file management process.
4. Manages daily preventative maintenance schedule and oversees safety inspections as well as required maintenance such as oil changes etc.
5. Schedules tractor and trailer maintenance at external facilities.

ADMINISTRATIVE DUTIES

1. Reconciles fleet fuel reporting.
2. Completes IFTA and Carbon Tax calculations and reports.
3. Maintains parts and tire inventories.
4. Enters internal work orders into database.
5. Reconciles and approves driver awards and bonuses.
6. Maintains on-call schedule, vacation and holiday schedule, and vacation coverage for operational leadership team and the mechanic.
7. Manages and monitors attendance and subsequent time sheets of direct reports.

Other duties as assigned.

QUALIFICATIONS

1. Certificate in Business Administration or acceptable combination of education and experience related to the role of operations.
2. Class 1A Drivers License
3. A current driver's abstract, reviewed by C.S. Day Transport on a semi-annual basis to ensure there have been no criminal code violations in the prior 36 months, no more than two moving violations in the prior 12 months, and no more than three in the prior 36 months.
4. A Criminal Record Check is required for this position.
5. Certification through the Canadian Fuels Association

SKILLS REQUIRED FOR THE ROLE

1. Innovative, with a vision of the future of the company that they can plan, strategize, and execute.
2. Excellent written and verbal communication skills, with the ability to communicate with internal and external stakeholders.
3. Strong financial background and experience with the ability to create and develop budgets, strategically manage cashflow and understand budget statements.
4. Strong business acumen with the ability to develop strategic plans, set organizational direction and build and maintain strategic partnerships.
5. Well versed in employment standards and the Canada Labour Code.
6. A strong understanding of the safety regulations and legislation associated with the trucking industry.
7. Effective attention to detail and a high degree of accuracy.
8. Possess a thorough knowledge of all aspects of equipment owned or leased by the company.
9. The ability to effectively deal with people and address human resource issues with empathy, kindness, and mutual respect.
10. The ability to lead, plan, organize, creatively problem solve, make decisions, coach, mentor, and build a high-performance team.
11. Ability to manage risks through analysis, planning and organizing.
12. Capacity to problem solve and learn independently.
13. Ability to work in a fast-paced environment and to remain calm under pressure.
14. Professional approach to identifying solutions for driver and operation processes and for implementing and following policies and procedures.
15. Ability to use Outlook, Excel, Word, and PowerPoint.
16. High level of integrity, confidentially.
17. Five or more years of experience within the trucking industry would be an asset.

HOURS OF WORK

1. Working after-hours and some weekends as part of the Operations Leadership Team rotation, including assisting drivers with emerging issues while they are on a trip, responding to serious incidents after hours, preparing Sunday City dispatch, and checking on the facilities on Saturdays and following up on incidents that may need addressing, as necessary.
2. May be required to respond to calls after-hours as the on-site emergency contact when required.
3. Working Stat holidays as required.
4. Acts as vacation back-up for the President, Driver Manager and Safety & Training Manager when required.