

TSHIUETIN RAIL TRANSPORTATION

DIRECTOR OF OPERATIONS

Job offer | #375-2025

148, des Montagnais boulevard | Uashat | QC | G4R 5R2 | 418.960.0982

Tshiuetin means “North Wind” in the Innu language. Since its founding in 2005, Tshiuetin Rail Transportation (TSH) has been a railway company owned by three Indigenous Nations: the Innu Nation of Matimekush-Lac John, the Naskapi Nation of Kawawachikamach, and the Innu Takuaikan Uashat mak Mani-Utenam. TSH operates the first railway line in North America to be owned and operated by a group of First Nations.

OUR VISION

The pride of providing authentic rail transportation services that respect our culture and environment, while creating sustainable employment for members of our communities..

OUR MISSION

To provide an essential rail transportation service that is safe, high-quality, and accessible to members of our communities and all our customers.

OUR VALUES

Security

The commitment to implementing the necessary measures to ensure the safety of passengers and staff, in compliance with health and safety standards and environmental policies.

Customer satisfaction

A commitment to delivering quality services to customers in line with established standards.

Quality of Employer-Employee Relations

A strong commitment to becoming an employer of choice, providing sustainable and high-quality jobs for community members. We strive to offer a work environment that ensures a high level of satisfaction for both employees and their managers, while promoting respect for every individual and their differences

Profitability

A constant commitment to the responsible management of financial investments and government contributions, with the aim of achieving strong returns on investment for the shareholder Nations.

SUMMARY DESCRIPTION

Reporting to the Director General, the incumbent is responsible for designing, planning, developing, managing and evaluating all activities related to the Operations Department. More specifically, the Director of Operations is responsible for leading a diverse work group to accomplish assigned tasks in a safe and efficient manner, while promoting continuous improvement and balancing operational requirements. In addition, using his/her leadership skills, the incumbent directs and develops the Operations team.

MAIN TASKS AND RESPONSIBILITIES

- Plan, coordinate, supervise, and oversee the proper functioning of the company's operations department while adhering to budgetary objectives;
- Ensure the smooth operation of the rail traffic control service center;
- Plan rail traffic, coordinate movements with other rail operators, and ensure coordination with other TSH departments;
- Ensure service quality and customer satisfaction;
- Ensure compliance with regulations related to rail operations in accordance with Transport Canada standards and guidelines, environmental laws and regulations, as well as company policies;
- Define the work plan, assign tasks, and ensure teams meet productivity goals;
- Manage human resources: prepare work schedules, approve hours worked, and validate leave requests;
- Participate in employee selection for the department, in collaboration with the Human Resources department;
- Ensure compliance with the collective agreement and apply appropriate disciplinary measures in collaboration with the Human Resources department; and
- Ensure compliance with health and safety policies.

PROFILE REQUIRED

Studies

Required University education in management, engineering or other relevant discipline. Lack of university education may be compensated for by ample experience.

Experience

- 7-10 years experience in a management role

Requirements

- Knowledge of railway operating rules and regulations;
- Fluency in spoken and written French and English; and
- Basic computer skills (Microsoft Excel, Microsoft Word, Microsoft Project, etc.).

Skills and abilities

- Proven leadership skills in managing and achieving objectives;
- Demonstrate an ability to learn and integrate new information, and to quickly understand complex and abstract situations;
- Demonstrate excellent communication skills
- Strong organizational and project management skills;
- Strategic and political thinking;
- Curiosity and ability to question;
- Skill in recognizing and developing talent, and in transferring knowledge to colleagues; and
- Be results-oriented and people-oriented, with a reputation for critical judgment.

BENEFITS OFFERED

- Competitive salary;
- Access to life, health and disability insurance;
- A very advantageous pension plan;
- A bank of 10 days of medical leave per year; and
- A bank of personal leave.

Seize this career opportunity and
send your CV to the following address: rh@tshiuetin.ca

The use of the masculine in this document to designate persons is for the sole purpose of lightening the text.

