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# ROCKY MOUNTAINEER®

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## Contract Services Supervisor

**Job Category:** Technical Operations

**Requisition Number:** CONTR002144

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# Posting Details

- - Posted: February 7, 2023
  - Full-Time
- 

## • Locations

Showing 1 location

Kamloops Operations Office

Kamloops, BC V2H 1K3, CAN

# Job Details

## Description

Rocky Mountaineer is the world's largest privately owned luxury passenger rail service. We are committed to living our values: Create Meaningful Moments, Be One Team, Achieve Extraordinary Outcomes.

Reporting to the Assistant Superintendent, Operations & Mechanical, the Contract Services Supervisor is an integral member of the Rocky Mountaineer team. The Contract Services Supervisor will manage, monitor, and coordinate our rail car servicing partners throughout our network to ensure completion of tasks and certify brand standards are maintained for our teams and our guests. This position will be responsible to communicate and schedule with multiple vendors, audit quality of workmanship and safety compliance, and ensure invoicing is accurate for services received.

As a Rocky Mountaineer team member, you will be working alongside a diverse group of people who are committed to working together, supporting our values, and ensuring we are always on brand as a world class luxury rail tour company.

This position is deemed Safety Sensitive and pre-employment testing will be required. Final candidates must successfully pass a safety critical medical exam and will undergo medical monitoring as prescribed by Transport Canada. This position requires you to periodically access an active railway area where impaired performance could result in a significant incident affecting the health and safety of team members, guests, the public, property, or the environment.

### **What we offer:**

- Competitive Salary
- Flexible Schedules & Work/Life Balance
- Complimentary Rail Passes
- Friends & Family Discounts for rail journeys and merchandise
- 100% employer paid extended health and dental and vision
- Employer RRSP Matching Program
- Bonus Program
- 3 weeks' vacation to start
- High performing and supportive team
- Fun team events like BBQ and carwash fundraiser, golf tournament, annual Christmas party, and more!

### **Key Areas of Accountability**

#### **Contract Services Management and Quality Assurance**

- Interpret third-party contracts to oversee the execution of contractors for rail car servicing
- Work proactively to ensure all contracted services are secured
- Negotiate cost savings and efficiencies for rail car servicing contracts
- Ensure timely and accurate invoicing from contractors and partners
- Track movement of all trains to keep contractors and partners fully informed
- Lead and maintain safety compliance through auditing with documentation to support
- Deliver site specific safety orientation/training to contractors and team members to lead and support our safety culture
- Lead and support company initiatives to achieve corporate goals and exceptional guest experience

## **Stakeholder Management**

- Develop, maintain, and foster positive relationships with contractors, partners, and team members
- Travel to other cities throughout our network including Vancouver, Banff, Jasper, etc.
- Support the operating plan through meaningful interdepartmental relationships

## **Safety**

- Comply with all Canadian Railway Operating Rules (CROR), and General Operating Instructions (GOI) and all other safety policies, procedures & rules
- Identify & report safety hazards, escalate unsafe conditions to management or H&S Committee
- Ensure all contractors are safety trained and certified in each location
- Must wear required PPE as prescribed by Rocky Mountaineer and host railways
- Maintain basic first aid level provided by Rocky Mountaineer

## **Operations**

- Support the successful execution of the RM Maintenance Model and Operating Plan
- Ensure all business needs are met in a timely, efficient manner
- Support 5S Lean methodology to seek continuous improvement efficiencies
- Provides support during Emergency Operations (EOC)

## **Mechanical**

- Support the completion of special work orders outside regular rail car servicing scope
- Ensure rail car servicing related equipment is functional and maintained
- Provide support to various projects as the situation arises
- Required to train for and perform safely additional duties to support the operating plan

## **Qualifications**

## **Education, Certification, Licenses**

- High school graduation or equivalent
- Post-secondary diploma/degree is an asset
- Class 5 BC driver's license
- First Aid certification, an asset
- 5S or Lean Experience, an asset

## **Experience/Skills**

- 2 years project and people leading experience
- Experience with accounts payables and receivables
- High attention to detail, analytical & critical thinking skills required
- Proficient with MS Office suite and general electronic device comfortability

## **Work Environment**

- Physical demands may require lifting to 50 lbs. on occasion
- Rail industrial site that requires walking and sitting throughout the day
- 24/7 operation that may require varied work schedules
- Indoor/outdoor working environment

This job description is not exhaustive of all duties and will encompass additional duties assigned. Responsibilities, title, reporting structure and duties may be changed in response to business requirements. Any such changes shall not be deemed as constructive or actual dismissal.

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