



IDENTIFICATION

Department	Position Title	
Infrastructure	Manager, Transport Compliance	
Position Number	Community	Division/Region
33-1502	Yellowknife	Compliance and Licensing

PURPOSE OF THE POSITION

The Manager, Transport Compliance provides leadership and direction for transport compliance and driver examination programs through the development and management of effective programs aimed at the protection of the Northwest Territories (NWT) transportation infrastructure. This position plans, manages and directs carrier and inspection operations throughout the NWT.

SCOPE

The Department of Infrastructure is highly decentralized in the delivery of its programs and services and is responsible for territory-wide government programs such as the planning, design, project management, construction, acquisition, operation and maintenance of government infrastructure, including airports, buildings, ferries, highways and bridges, and to promote the development and increased use of energy efficient technologies. The Department is also responsible for the provision of motor vehicle and mechanical/electrical/elevator regulatory safety services to the public, the provision of petroleum products to communities that are not serviced by the private sector, environmental assessment and remediation, property management, disposal of surplus property and goods, fleet management, and the marine transportation of cargo to NWT communities.

The Transport Compliance unit of the Compliance and Licensing Division is responsible for providing compliance and enforcement activities in accordance with 25 territorial acts and regulations in addition to various pieces of federal legislation, designed to improve commercial and passenger vehicle and driver fitness and the protection of highway infrastructure. The effectiveness of our educational, enforcement, monitoring and inspection programs motivates and facilitates safe operators, thereby securing safer highways for residents, industry, and visitors in the NWT.



Located in Yellowknife, the Manager, Transport Compliance reports to the Director, Compliance and Licensing. This position is responsible for the development of commercial carrier programs and policies to support the Transport Compliance section. This position develops and manages effective highway compliance programs to maintain effective regulations and safe inspection criteria to regulate the safe transportation of goods and the protection of the NWT highway infrastructure.

RESPONSIBILITIES

1. Directs the transport compliance program with respect to commercial and passenger vehicle activities to public and commercial compliance with various acts and regulations.

- Manages and oversees the planning, development, research, and implementation of policies for commercial vehicle inspections through vehicle inspection sites, weigh stations, highway patrols, carrier site inspections and audits, and driver training.
- Provides technical expertise and direction and develops training programs with respect to legislation and new transport compliance standards and initiatives.
- Establishes the criteria and measure of performance for transport enforcement officers through the development of policy and enforcement standards.
- Develops and verifies adherence to operational standards respecting patrol vehicle use, purchasing and equipment requirements, uniform dress, equipment, and deportment.
- Develops program objectives with respect to the enforcement requirements for commercial vehicle fee permits.
- Collaborates and works with RCMP and law enforcement partners and other enforcement agencies on safety initiatives, legislation and performing safety and roadside checks.
- Maintains deep and specialized knowledge and research with respect to emerging vehicle and enforcement technologies and emerging legislative developments.
- Develops, maintains, manages, and is accountable for the Driver Examination program.
- Develops, maintains, manages, and is accountable for the NWT Entry Level Training (ELT) for Class 1 commercial transport truck licensing, reviews, and examinations.
- Provides seasoned advice, support and professional mentorship to operators and driver licensing issuing offices on matters related to the processing of licensing and registration documents, interpretation of legislation, identity documentation requirements and the use of systems.
- Builds partnerships and educates stakeholders to promote and enhance safety and compliance.

2. Directs the delivery of the National Safety Code program.

- Develops and implements policies and procedures to maintain our national obligations with respect to coordination and administration of legislation, memorandum of



understandings (MOUs) and funding agreements for Dangerous Goods, Commercial Vehicle Safety Alliance (CVSA).

- Directs the auditing of carrier inspections to confirm compliance, taking action as required.
- Directs the issuance of National Safety Code ratings and actioning as required for unsatisfactory performance.
- Represents the NWT on various provincial/territorial/federal committees with respect to Highway and Vehicle Safety.

3. Maintains transport compliance and safety during accidents, natural disasters, emergencies and construction to support other agencies during evacuations.

- Dispatches Highway Transport Officers to attend collisions involving commercial vehicles and leads specialized investigations to establish the mechanical fitness of the vehicle and physical fitness and hours of service of the operator at the time of the accident.
- Manages Highway Transport Officers through restricted passage areas to clear traffic and to support with evacuations.
- Manages highway traffic control to areas where access is restricting during accidents, emergencies, natural disasters, and construction and supports other agencies during evacuations.
- Coordinates with Regional Staff and Contractors to maintain coverage and to mitigate and enhance safety and compliance.

4. Manages the human and financial resources of the Transport Compliance Team, including contractors.

- Supervises and manages three direct reports, nine indirect reports, plus relief staff, casual staff, and contractors.
- Oversees the scheduling of manpower and resources to conduct regular highway patrols, permitting services, and driver examinations throughout the NWT.
- Provides leadership to the Transport Compliance Team.
- Facilitates effective and collaborative working relationships between team members and with clients, service providers, regional staff, and end users.
- Establishes, reviews, and maintains efficient and effective operational methods, procedures, and facilities to support the day-to-day functioning of the team and its operations and infrastructure.
- Develops team's annual work plans and establishes short- and long-term goals and objectives to meet operational requirements and priorities.
- Sets performance targets and monitors progress against agreed-upon quality and performance criteria.
- Analyses and adjusts work plans and workloads as required for continuous improvements and to meet critical and/or emerging issues impacting Highway



Transportation Services on a territorial-wide and user-specific basis.

- Performs annual staff appraisals, provides effective feedback throughout the performance management cycle, and participates in team staffing and disciplinary procedures.
- Mentors and develops staff, providing support, guidance, training, and cross training to support professional development and team efficiency and effectiveness.
- Informs staff about governmental, departmental, and divisional priorities and processes.
- Forecasts and manages the team's budget and supports the development of the Compliance and Licensing 20-year needs and business planning documents.
- Provides staff with access to necessary resources, supplies, equipment, and information.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Travel time is estimated at 35 days a year, to inspection sites, contractor locations or stakeholder sites, and to represent the NWT on various provincial/territorial/federal committees with respect to highway and vehicle safety.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of legislation development and policy development.
- Knowledge of law enforcement theory, policy, and best practices with a specialization in road safety and commercial vehicle compliance.
- Ability to read and understand legislation and provide practical operational advice.
- Ability to acquire knowledge of the *Motor Vehicles Act*, the *Transportation of Dangerous Goods Act* and Regulations, Hours of Service Regulations, Large Vehicle Control Regulations, Driver License Regulations, Motor Vehicle Equipment Regulations, and inspection standards under the Commercial Vehicle Safety Alliance Agreement.
- Knowledge of motor carrier compliance techniques and driver examination procedures.
- Knowledge of project management, road safety issues, and vehicle inspection



methodologies.

- Mechanical knowledge and ability to perform Commercial Vehicle Safety Alliance (CVSA) inspections on large vehicles.
- Knowledge of administrative justice and the justice system including rules of evidence, court procedures, and enforcement authority to properly conduct investigations and enforcement proceedings.
- Management skills with respect to financial management, human resource management, operational management.
- Ability to act confidently in challenging situations and stressful environments to accomplish tasks and select and lead an effective approach to a task or problem.
- Ability to lead and communicate a clear direction.
- Ability to analyze and evaluate issues and develop suitable approaches and options for effective program delivery.
- Computer skills and ability to develop reports, spreadsheets, and statistical reports.
- Ability to coordinate and take charge in hazardous situations requiring direction to the public or industry.
- Interpersonal, oral, and written communication skills including report writing and preparation of documents.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A certificate in police sciences or law, and five (5) years of experience in traffic enforcement with an accredited enforcement agency or provincial or territorial agency responsible for commercial vehicle compliance, including one (1) year of supervisory or management experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A valid class 5 driver's license.

A valid class 3 drivers license within 12 months of hire.

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☐ French preferred

Indigenous language: Select language

☐ Required

☐ Preferred