

MANAGER, FLEET SERVICES OPERATIONS

Strong. Proud. Uplifting.

At Ornge, we believe that ordinary people can do extraordinary things.

Each day, we connect communities with critical care across Ontario, Canada. In the air and by land, our teams deliver equity in emergency response, uplifting the lives of those in our care.

We are excited to onboard individuals who bring energy, enthusiasm, and professionalism to our growing group of difference-makers and life-changers.

Discover Ontario, Canada, and an exciting career with Ornge.

Position Title	Manager, Fleet Services Operations
Department/Section	Paramedic Operations
Employment Status	Permanent Full Time
Targeted Salary Range	\$121,518-\$144,302/year
Work Mode	Hybrid (2 Days Per Week)
Existing Vacancy	Yes
Location	5310 Explorer Drive, Mississauga OR 2027 Derek Burney Drive, Thunder Bay *Travel will be required on occasion
Hours of Work	37.5 hours/week; Monday-Friday
Posting Open Date	Friday February 20, 2026
Posting Close Date	Sunday March 8, 2026

The targeted salary range is supplemented by a competitive total rewards package. The salary offered to the successful candidate will consider a wide array of factors such as the individual's skillset, level of experience applicable to the role and internal equity considerations.

Uplifting Your Career at Ornge

As our fleet expands and our programs grow, every vehicle plays a pivotal role in supporting emergency response across Ontario.

As our fleet continues to grow and evolve, we are introducing a new leadership role that will be central to building, modernizing, and overseeing a complex, province-wide ground fleet program. This includes ambulance vehicles, Emergency First Response Team (EFRT) response vehicles, and specialized support vehicles - many of which operate in remote northern communities where access to mechanics, service providers, and road infrastructure can be limited.

We are looking for a forward-thinking, highly skilled **Manager, Fleet Services Operations** to build the maintenance program from the ground up, lead a team of vehicle technicians, and ensure our fleet is safe, reliable, and compliant across all regulatory requirements. This role demands a strong leader who thrives in complexity, excels at relationship building, and understands the unique challenges of supporting emergency services in remote and northern settings.

This new role offers an opportunity to shape a brand-new program with significant scope and impact. You will:

- Establish a comprehensive maintenance program and operational infrastructure
- Build processes, documentation, workflows, compliance systems, and service standards
- Oversee maintenance planning for a fleet that is growing rapidly, including 30+ ambulances and an expanding portfolio of EFRT vehicles
- Provide strategic leadership in communities where Ornge is responsible for maintenance but does not own the vehicles - requiring careful diplomacy, collaboration, and problem-solving
- Support the deployment and ongoing operations of new EFRT teams as the program scales
- Plan for early logistics challenges, including immediate readiness for the first vehicle that becomes unserviceable
- Lead a new team of Vehicle Technicians, partnering with HR to design and recruit for these new roles

Key Accountabilities:

Program Development & Strategy

- Build and implement a robust fleet maintenance program for ambulances, EFRT vehicles, and support vehicles
- Develop systems, workflows, documentation standards, and compliance processes
- Create maintenance plans, service schedules, performance metrics, and escalation pathways
- Establish a long-term strategy for logistical support in remote communities

Fleet Maintenance Operations

- Oversee preventive and corrective maintenance across all vehicles
- Monitor real-time maintenance status and coordinate repairs with internal and external partners

- Anticipate and proactively manage operational challenges, especially in remote locations with limited-service access
- Develop in-house service capabilities where feasible

Regulatory Compliance

- Ensure ongoing compliance with legislation and standards related to ambulance operations, vehicle certification, road safety, and emergency services
- Maintain strong relationships with regulatory bodies, including those overseeing ambulance standards and EFRT operations
- Conduct audits, inspections, and readiness assessments

Finance, Procurement & Vendor Management

- Manage fleet budgets (operating and capital)
- Support procurement processes for fleet assets, parts, and services
- Work closely with vendors, community partners, and government stakeholders
- Conduct vendor performance reviews and negotiate service expectations

Community & Stakeholder Engagement

- Build strong, respectful relationships with First Nations and remote northern communities
- Provide guidance and support to community leadership regarding vehicle maintenance expectations and shared responsibilities
- Serve as a professional communicator and collaborative partner

People Leadership

- Lead and develop a team of Vehicle Technicians
- Work with HR to design and recruit the fleet technical roles
- Foster a high-performance, safety-first culture aligned with Ornge values

Qualifications:

- Post-secondary diploma or degree in Logistics, Fleet Management, Automotive/Heavy Vehicle Maintenance, Public Administration, Emergency Management, or a related field
- Experience working in the public sector or a government-regulated environment
- Strong financial acumen (budgeting, forecasting, and cost-management experience)
- Proven experience managing procurement processes and vendor relationships
- Experience supporting emergency services, EMS, or public safety operations
- 5+ years of fleet management, logistics, maintenance supervision, or operational leadership
- Experience working in or with northern or remote communities (asset)
- Ability to build strong, trust-based relationships with diverse stakeholders
- Excellent communication skills, with experience engaging community partners and senior leaders

- Experience designing or implementing maintenance programs, workflows, or compliance systems
- Leadership experience, including building or developing new teams
- Asset certifications: NAFA CAFM/CAFS/CPFP, HVAC, Automotive or Heavy-Duty Technician certification, Lean Six Sigma, PMP

Total Rewards:

- Comprehensive Health, Dental and Vision Benefit Plan.
- 24/7 Employee and Family Assistance Program.
- Premium Defined Benefits Pension Plan Automatic Enrollment.
- Three Paid Personal Days (Pro-Rated for Year 1).
- Accrued vacation time starting at four weeks per year.
- PERKS! Employee Promotional Programs relating to personal phone plans, furniture, home/car insurance, travel, fitness, attractions and more!
- Tuition reimbursement and opportunities for learning and development.

At Ornge, we are:

- Community connectors.
- Equity in healthcare.
- Strong in our convictions.
- Proud of the services we provide.
- Uplifting in our mission, values, and services.

You can expect us to be:

- Competitive in pay, benefits, vacation time and more.
- Promoters of diversity.
- Champions of inclusivity and accessibility.
- Committed to your career advancement.
- A tight-knit, supportive culture.

A bit about you:

- You are driven by our collective desire to make a difference.
- Excited by problem solving and excels at in-the-moment decision making.
- Teamwork has always been where you thrive.
- You are ready to put your skills into action in a fast-paced environment.

What's next:

- If you are ready to uplift lives, apply directly online.

- On apply, we'll send you an email on how to check your application status within Jobvite.
- Ornge is committed to providing accessible accommodations in compliance with Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please email us at HR@ornge.ca.
- Ornge encourages applications from candidates identifying as a member of a traditionally underrepresented group including First Nations, Métis, Inuit, and urban Indigenous peoples; Francophone persons; Black and racialized persons; members of 2SLGBTQIA+ communities; and persons with disabilities.
- Ornge communicates with candidates for job openings by email and does not incorporate AI technology in its recruitment process. Applicants are responsible to check their email for updates and ensure they can receive messages from unfamiliar senders. We send time-sensitive information via email; it is important for applicants to check their email frequently. If we do not receive a response from applicants, we will assume that they are no longer interested in the position, resulting in the removal of their application from the competition.

Are you ready to pursue a career that has a profound impact on communities across Ontario, Canada? **Join us.**

Ornge. Lives uplifted.