



General Manager, Southwestern Ontario Opportunity

Are you an authentic, entrepreneurial leader committed to building strong relationships and driving sustainable success?

Do you have the vision and hands-on leadership needed to make strategic decisions and achieve operational excellence?

Are you ready to empower teams, drive growth, and deliver impactful results in non-emergency medical transportation?

If you answered yes to these questions, this could be the ideal career opportunity for you!

As the General Manager, Non-Emergency Medical Transportation (NEMT), you will play a pivotal role:

- serving thousands of patients daily across over 200 Long-Term Care Centers and 100 hospitals across Ontario;
- ensuring we deliver exceptional care and reliable service to our healthcare partners and communities;
- accountable for a large-scale portfolio in Voyago's NEMT division; and
- overseeing a team of over 300 employees and independent contractors.

With 50% travel across Southwestern Ontario required, you will be customer-facing and have relationship-building skills to ensure smooth operations and service excellence. For the right person this could be a steppingstone to the next level in the company!



Corey Jarvis, Voyago President: *"The ideal candidate should have the confidence to operate with a high degree of independence and ownership within the organization."*

ABOUT SOUTHWESTERN ONTARIO

Southwestern Ontario, Canada, offers a dynamic blend of urban sophistication and natural beauty. Home to thriving cities like London, Kitchener-Waterloo, and Windsor, the region provides excellent healthcare, education, and cultural amenities. Outdoor enthusiasts will enjoy stunning landscapes, from the shores of Lake Erie and Lake Huron to the scenic trails of the Bruce Peninsula, along with numerous festivals, museums, and heritage sites.

The region is also renowned for its agricultural bounty, providing farm-to-table culinary delights and a burgeoning wine industry. With a lower cost of living compared to larger metropolitan areas, Southwestern Ontario offers a high quality of life, excellent work-life balance, and a welcoming community spirit. Families benefit from top-rated schools and numerous recreational activities, while professionals find ample career opportunities in healthcare, education, manufacturing, and technology.

ABOUT VOYAGO

Voyago is Ontario's premier transportation service provider, specializing in Non-Emergency Medical Transportation. Renowned for its unwavering commitment to safety, reliability, and exceptional customer care, Voyago has earned a trusted reputation for delivering efficient and compassionate transport solutions for healthcare patients. Driven by a mission to uphold the highest service standards, Voyago continuously prioritizes strong customer relationships while adapting to the ever-changing demands of the transportation industry. Voyago serves all of Ontario. This role covers Windsor, Chatham, Sarnia, Grey Bruce, Kitchener-Waterloo, and the Hamilton-Niagara regions.



Mission: Our Commitment to Understand and deliver intelligent mobility solutions for all passengers, whatever their want or need.

Values: Safety, Empathy, Respect, Honesty, Innovation, and Continual Improvement.

ABOUT THE ROLE

The General Manager position is key to ensuring the success of our NEMT services. The role requires a leader who can maintain high standards in a fast-paced, 24/7 environment while expertly managing complex operations. This involves balancing the needs of a diverse team, resolving conflicts, and fostering strong partnerships with hospitals and care centers. This role is not about overseeing day-to-day operations, but about driving efficiencies and innovation in a critical sector that impacts patient care across Southwestern Ontario.

Reports to: Director, NEMT Ontario

Direct Reports: Three Operations Managers

Your purpose will be to:

- Translate the company vision and mission into a regional strategy with clear goals that align all teams and individuals with the company direction.
- Execute strategies that enhance service delivery and the company's financial performance, focusing on improving efficiency, and ensuring profitability and sustainability within the healthcare transportation sector.
- Lead, motivate, and develop a large team of employees and independent contractors, fostering a high-performance culture while addressing operational challenges.
- Work closely with hospitals, long-term care centers, and other healthcare partners, ensuring high-quality service delivery and maintaining strong, trust-based relationships.

Your job responsibilities will include:

- Leading and managing all aspects of the business, focusing on enhancing profitability while maintaining customer trust and service quality.
- Travelling within the region to engage with key stakeholders, understanding market trends, and overseeing operational improvements.
- Cultivating a collaborative, team-oriented culture that aligns with Voyago's values and that emphasizes humility and teamwork.
- Driving a focus on customer relationships, ensuring our services are patient-centric and meet the unique needs of the healthcare sector.
- Overseeing operations, booking corporate accounts, and applying best practices to ensure fairness and high standards across the business.
- Effectively managing and resolving conflicts while maintaining team motivation and performance to ensure a positive and productive work environment.
- Overseeing the preparation of annual reports, ensuring the accuracy of records, and assisting in developing tools to enhance company efficiency.

To be successful in this role, you will have the following qualifications and experience:

- University degree or equivalent in business management or related field.
- Minimum 5 years of experience in business management, planning, and financial oversight, ideally within the transportation or healthcare sectors.
- Exceptional leadership skills, with a proven ability to manage multiple priorities and deadlines.
- Ability to motivate a team while offering autonomy and supporting their development.
- Strong financial management, administration skills, and proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Excellent written and verbal communication, organizational, and interpersonal skills.
- Valid G License with a clean driver's abstract and an ability to travel regularly throughout the region.

We are looking for a person who can demonstrate these attributes:

- An entrepreneurial mindset with a proven track record of optimizing operations and managing large portfolios.
- Excels at leading and motivating both employees and independent contractors, fostering teamwork while handling staffing dynamics, including unionized environments.
- Able to manage conflicts effectively and maintain team motivation and performance to ensure smooth operations in a high-pressure, 24/7 NEMT environment.
- Can focus on customer-facing interactions and relationship management with healthcare partners, including hospitals and long-term care centers.
- Exhibits quick decision-making and adaptability, autonomously shifting between tasks to sustain high performance and meet service standards within a dynamic, ever-changing environment.

FOR A TOP CANDIDATE, WE OFFER A COMPREHENSIVE PACKAGE:

- Competitive compensation.
- Bonus compensation plan.
- A competitive group benefits package.
- RSP matching.
- Competitive vacation time.

HOW TO APPLY:

Ahria Consulting is delighted to partner with Voyago on this search. If you believe that you have the skills, experience, and desire to be Voyago's next General Manager, we want to hear from you! Please send your cover letter and resume in a single document to recruiting@ahria.ca. We look forward to hearing from you.

Voyago is committed to providing accommodation for individuals with disabilities throughout the recruitment process. Accommodations are available upon request of the internal or external applicant. If you require accommodation, please inform us at any stage of the application process to ensure your needs are met.

If you have additional questions about this role, please contact:

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