



## TRANSIT SCHEDULER/DISPATCHER, PERMANENT

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**Closing Date:** Tuesday January 4th, 2022

**Department:** Transportation & Operations

**File Number:** SV21-112

**Hours:** 35 hours per week; rotating 12 hour shifts (8 hours on Sundays)

**Compensation:** \$50,095 - \$59,637 per annum (plus vacation days/benefits/pension)

**Union:** Non-Union

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The City of Belleville, known as the 'Friendly City', is located at the mouth of the Moira River where it meets the picturesque Bay of Quinte. Experience world-class fishing, boating, cycling and walking along approximately 14 kilometers of waterfront trails. Situated between Toronto and Montreal, and less than one hour from the U.S. border, the City truly is at the center of it all. Approximately 51,000 people make Belleville their home and over 220,000 live within 30 minutes of the City. We are in close proximity to Prince Edward County where you can discover award winning wineries and numerous beaches including Sandbanks Provincial Park. We are home to Loyalist College of Applied Arts and Technology as well as Albert College, Canada's oldest co-ed boarding independent private school. The historic downtown core provides numerous restaurants, shopping and live music and theater venues for an amazing cultural experience. Our inviting blend of small town warmth and big city amenities, quality of life and affordable housing make Belleville the perfect place to live, work and play.

More information is available at [www.belleville.ca](http://www.belleville.ca).

Currently, the City of Belleville has an exciting short-term opportunity for a highly motivated and dynamic individual to join the Transportation and Operations Department.

### **PURPOSE AND SCOPE:**

Reporting to the Manager – Transit Operations, within the Transportation & Operations Department and Transit Supervisors, the Transit Scheduler/Dispatcher is responsible for performing a variety of duties related to the operation of both Specialized and Conventional Transit.

Customer Service and clear written and verbal communications skills are essential functions to ensure that our transit service delivery is managed to the highest standard, while being safety conscious and a team player with a positive attitude.

### **KEY ACCOUNTABILITIES/RESPONSIBILITIES:**

The position will be:

- Responsible for two-way verbal and written communications with both Conventional and Specialized transit service staff and passengers such as (but not limited to):
- Same-day service
- Changes to the master-trip list
- Scheduling conflicts

- Out of service vehicles
- Relevant weather information
- Weekly Driver Scheduling
- Driver Book off coverage
- All information affecting daily service levels
- Office procedures including after hours, phone messages, opening & closing
- Radio support for drivers in the event of vehicle defects, accidents, customer interactions, or damage to the vehicles to the appropriate staff or emergency services if required.

### Data Management

- Ensure all changes are fully documented and entered into the system as they occur
- Match all historical trip information from driver sheets with system data
- Update Transit twitter account and Transit App as events/occurrences occur to inform passengers.
- Same day trip assigning, ensuring trips are scheduled in an effective manner

### Client calls

- Process client registrations and ensure all client information is correct and up to date
- Provide all relevant transit information on both Conventional and Specialized Service
- Review schedule bookings and reservations related to passenger counts, running times, distances, personnel availability, and other pertinent information to establish schedule parameters
- Enter client booking information accurately and in a timely manner
- Schedule trips and/or dispatch the current trip window for Mobility (TripSpark), On Demand (Pantonium), and Consat (Traffic Studio).

## **EDUCATION/SPECIALIZED TRAINING/SKILLS:**

### Essential (minimum) Qualifications:

- Min. Post-secondary education in related program
- Must have exceptional Customer Service skills and the ability to interact with seniors and people with disabilities on a daily basis
- Ability to remain calm and poised in urgent situations while responding quickly in a dynamic and changing environment
- Highly flexible with strong interpersonal skills that allow one to work effectively in a diverse environment
- Must hold and maintain a valid Ontario driver's G license
- Must have proficient computer skills and must have a solid working knowledge of MS Word, Excel, MS Access, PowerPoint and email software

### Asset (preferred) Qualifications:

- Radio Dispatch Communications Course certification
- Excellent interpersonal skills, ability to communicate effectively with staff and the public and express ideas clearly and effectively both verbally and in writing

- Knowledge of Transit Scheduling Software, TripSpark, Init, Hastus/Giro, Trapeze, etc.
- Ontario Driver's License CZ or BZ preferred
- Good organizational, time management and prioritizing skills
- Strong work ethic and positive team attitude

## **WORK EXPERIENCE:**

### Essential (minimum) Qualifications:

- Minimum Two years' of related experience

### Asset (preferred) Qualifications:

- Experience in Dispatch/Scheduling
- Proficiency in Computer Scheduling/Data input
- Knowledge of the HTA, MTO and AODA would be an asset
- Knowledge of the Belleville Area and the Transit Operation
- Willing and able to work cooperatively and in an integrated manner with all of the Transportation and Operations Services as well as other City Departments

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## **How to Apply:**

[www.belleville.ca/employment](http://www.belleville.ca/employment)

*Personal information and any supporting material will be administered in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). We thank all applicants who apply but advise that only those selected for an interview will be contacted.*

*The City of Belleville is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Division to ensure your accessibility needs are accommodated throughout this process.*

*Applicants will be required to provide at their own expense a satisfactory criminal reference check dated within the past six (6) months, proof of Covid-19 vaccinations, and if deemed a requirement of the position, a driver's abstract to the Human Resources Department on or before the date of the interview but no later than the commencement of employment if selected.*