**JOB TITLE:** SUPERVISOR, SERVICE DELIVERY

**DEPARTMENT:** TRANSIT

**POSTING NUMBER:** 104252

**NUMBER OF POSITIONS:** 2

**JOB STATUS & DURATION:** Full Time Permanent

**HOURS OF WORK:** 40 hour workweek

**LOCATION:** Due to Covid-19, some of our offices are working at limited capacity to protect the health and safety of our employees, clients and community. As such, this position will be required to work remotely until further notice. Once working onsite, you will report to the location of TRANSIT FACILITY

**SALARY GRADE:** 5

**HIRING SALARY RANGE:** $81,325.00 - $91,491.00 per annum

**MAXIMUM OF SALARY RANGE:** $101,656.00 per annum

**JOB TYPE:** Management and Administration

**POSTING DATE:** MARCH 08, 2022

**CLOSING DATE:** MARCH 21, 2022

**AREA OF RESPONSIBILITY:**

Reporting to the Senior Supervisor, Operations, as part of a team ensure that the Brampton municipal transit service is operating in a safe, efficient and effective manner on a daily basis. Effectively utilizes all resources to ensure on time performance of advertised transit service is delivered to the public with minimal service interruptions. Ensures positive interaction with the public and staff. Daily supervision and management of operators and buses, communication with senior transit management, scheduling, maintenance, facilities, administration and the customer service issues. Services such as Peel Regional Police, Fire, Ambulance, and community agencies are networked with on a regular basis. Provides service delivery front line supervision of Transit Operators, Control Room, Dispatch, Passenger Relations including Safety & Security, On Road, and Transit Terminals.

**Centralized Services.** This role is accountable to provide full operational coverage within these four key functional areas:

i. Control Centre (CC)

ii. Report & Allocation (RA)

iii. On Road Supervision (ORS)

iv. Transit Terminals (TT)

**Functional Responsibilities**

* Supervision of daily scheduling to ensure that service levels are maintained 24 hours per day, 7 days per week, and 365 days per year. This includes the assignment and tracking of Operator overtime to cover any open pieces of work.
* Use transit-specific software (Hastus) to complete changes to operator schedules and prepare daily reports and route sheets in consideration of cost and resource efficiency; and in compliance with the Employment Standards Act and the Collective Agreement.
* Responsible for the allocation and effective utilization of crewed and fixed spare board operators.
* Ensure all operators have all necessary equipment and it is in proper working order
* Advise operators of route changes and assists operators and passengers in emergency situations.
* Liaise with the maintenance department to ensure that buses are safe, clean and operational to provide an efficient service.
* Implement adjustments to the service to maintain the proficiency of the service throughout the operating day
* Provide supervision, coaching and evaluates operation and driving practices of bus operators and provides feedback to ensure proper standards of performance are maintained.
* Respond to public inquiries regarding policy, routes, schedules, service delays, etc.
* Investigate and report workplace incidents and injuries/illnesses including providing possible causes and recommend correction action to mitigate future occurrences and risks.
* Investigate incidents and collisions involving the public.
* Investigates and responds to public complaints and disputes. Identifies trends and hot spots and makes recommendations to correct the issue(s). Conducts on-site investigations as required.
* Accurately monitor and track status of all vehicles and coordinate bus maintenance / change offs as required.
* Monitor radio communications to ensure continuity of service and assist operators with matters related to route operations, fare collection, transfers and customer service
* Complete and distribute various records, statistics and reports on a daily basis
* Ensure effective communication between Transit Operations Control Centre, the Transit Call Centre, and the Corporate Security Control Centre.
* Liaise with Peel Regional Police, Peel Emergency Medical Services, Brampton Fire and Emergency Services, Animal Control, and other third party agencies as required.
* Assumes driving duties when necessary to maintain service levels.
* Responsible to provide training to newly hired Supervisors.
* Proficiently carries out all Report & Allocation functions, including (but not limited to): assessment for Fitness for Duty, booking on/off Operators, Relief Board Bidding, tracking and issuing vehicle assignments (buses and taxi’s), and accurately completes Employee Conduct Reports for any violations of the Rules & Regulations by Operators
* Proficiently carries out all Control Centre functions, including (but not limited to): providing timely service updates based on any system issues, provides immediate response to Operator Emergency Alarms, en route Operator book offs, monitoring for late departures/early arrivals and addressing any service issues, coordinate safety & security requests and lost and found reports.
* Proficiently carries out all Terminal functions, including (but not limited to): providing front line customer service to passengers, and monitoring for safety (bus speed, proper use of cross walk, suspicious and/or unlawful activity, etc.).

**SELECTION CRITERIA:**

**EDUCATION:**

* Grade 12 education or equivalent; post secondary courses in human relations, communications and labour relations an asset.
* Ability to use Microsoft Word and Excel at an intermediate level is required.

**REQUIRED EXPERIENCE:**

* Minimum 3 years supervisory level experience preferred.
* Experience within public transit or a dispatch operation an asset.

**OTHER SKILLS AND ASSETS:**

* Excellent oral and written communication and customer service skills.
* Must possess or have the ability to obtain a valid Ontario Driver’s License class “CZ”.

*\*\*Various tests and/or exams may be administered as part of the selection criteria.*

**Alternate formats will be provided upon request.**

**Interview:** Our recruitment process will be completed with video conference technology.

As part of the corporation’s Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available.

If this opportunity matches your interest and experience, please apply at: www.brampton.ca quoting **reference #104252 by March 21, 2022** and complete the attached questionnaire. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

As part of the application process, applicants will be invited to complete a self identification survey. The survey is voluntary. Participation in the survey will have no impact on hiring decisions. All information collected is confidential and will not be shared with the hiring manager. The surveys will be anonymized and will be kept separate from applicant or employee files, such that the individuals who completed the surveys will not be identifiable. The results of the survey will assist in the analysis of disaggregated metrics for organizational planning purposes and our commitment to advance and foster diversity, equity, and inclusion. The City may use anonymized data to produce aggregate reports for internal or external use.

In accordance with the City of Brampton’s Vaccination Administrative Directive, new employees are required to disclose their vaccination status and provide proof of full vaccination\* before their start date. Employees who are unvaccinated or do not disclose their vaccination status will be required to:

1. complete the City of Brampton’s mandatory learning regarding COVID-19 vaccination; and
2. take regular COVID-19 tests prior to attending the workplace. Employees must demonstrate a negative COVID-19 test result in order to attend the workplace.

The City of Brampton strongly encourages candidates to be fully vaccinated prior to your start date. New employees who are not fully vaccinated may request accommodation based on medical (disability), religious, or other protected grounds. Employees with an approved accommodation will only be required to adhere to item b) above.

\* Fully vaccinated means the two-week anniversary after receiving a vaccination series approved by Health Canada or the World Health Organization. Acceptable proof includes an Ontario Ministry of Health COVID-19 vaccine receipt which you can obtain through the Provincial portal <https://covid19.ontariohealth.ca/> or other government-issued vaccine passport or certification.

The City of Brampton continues to follow COVID-19 workplace control measures including physical distancing, masking, hygiene, personal protective equipment (e.g. medical masks, eye protection), and capacity limits to create a healthy and safe environment for both employees and the public.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant’s responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.



*The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accommodations at any point during the application and hiring process, please contact TalentAcquisition@brampton.ca or 905.874.2150 with your accommodation needs, quoting the job opening ID#, job title. Any information received relating to accommodation will be addressed confidentially.*