

Job Title: Project Coordinator, Transit Information Signage



Requisition ID: 4649

Department: Transit Services Department

Service: Transit Customer Systems & Planning Service

Branch: Transit Information & Marketing Branch

Employment Type: 1 Full-time Temporary Position (up to 30 months)

Work Hours: 35.00 /hours per week

Affiliation: ATU 1760

Salary Information: \$61,068.28 - \$86,622.90 annually (2022 rates of pay)

Location: Transit Service, 1500 St.Laurent

City: Ottawa, ON

Job Category: Transportation; Administrative and Support Services

Application Close: 12/09/2022

JOB SUMMARY

Transit Information & Marketing is responsible for the delivery of transit customer information services and new customer information programs for wayfinding and consistency of the OC Transpo brand and messaging to improve the customer experience and transit services in the City of Ottawa.

You are responsible for the development and coordination of informational signage for transit stations, vehicles and Park & Ride lots including identification, navigational (way finding), accessibility, and regulatory signage. You ensure accuracy, relevancy, attractiveness and ease of use consistent with established guidelines and standards, and act as a subject matter expert for signage.

EDUCATION AND EXPERIENCE

Completion of 3 year university degree in Communications, English, Planning, Transportation, Geography or related field

Minimum of 4 years of experience which includes wayfinding and signage, graphic design, project management, communications and planning

KNOWLEDGE

- Knowledge of Project Management software, principles and techniques
- Good knowledge of graphic design and layout principles, and applicable software (Adobe Photoshop, Adobe Illustrator, QuarkXpress or similar layout program)
- Understanding of various print and sign production methods and materials
- Understanding of principles of wayfinding, preferably in the transit or transportation industry, is desirable
- Knowledge of OC Transpo transit system, routes and operations
- Knowledgeable about accessibility issues
- Knowledgeable about purchase requisitions, quotes and payments
- Knowledge of applicable health and safety legislation, including the rights and duties of workers

COMPETENCIES, SKILLS AND ABILITIES

- Possess strong computer skills, including graphic design and layout skills, and Microsoft Project
- Possess effective organizational and project management skills
- Able to plan, supervise, coordinate and complete project within deadlines
- Able to conduct and analyze research, write reports and present findings
- Able to analyze customer expectations and movements within the transit system
- Able to identify essential important information relevant to wayfinding signage
- Able to work cooperatively and collaboratively with other departments and outside suppliers
- Ability to work independently with minimal supervision and direction
- Able to communicate effectively orally and in writing with strong writing skills.

- Able to work under the stress of multiple, changing demands and deadlines
- Strong interpersonal and communication skills
- Attention to detail and accuracy of information
- Must be able to produce results in a timely manner
- Innovative and creative, with good problem-solving skills
- Possess sound judgment, discretion, tact, and diplomacy
- Demonstrated initiative
- Possess a good work record of attendance and job performance
- Possess physical ability to work outdoors in all weather and visit transit stations and Park & Ride lots (both urban and rural), including stations under construction and work sites

WHAT YOU NEED TO KNOW

- Language Requirement: English oral, reading, writing
- Driver's License Requirement: A valid Ontario unrestricted G class driver's license (or provincial equivalent) with no more than 6 demerit points accumulated
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.
- Please save a copy of the job poster. Once the closing date has passed, it will no longer be available.

We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted.

The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, people with disabilities, Aboriginal peoples and persons of all races, ethnic origins, religions, sexual orientations, and gender identities and expressions.

The City of Ottawa provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

Accessible formats and communication supports are available upon request. Please contact the HR Service Centre at 613-580-2424, extension 47411.