



Transit Operations Coordinator

The Opportunity

Under the general leadership and guidance of the Transit Manager, The Transit Operations Coordinator is responsible for ensuring Transit service is consistently delivered in a cost-effective manner with a deliberate focus on customer and community needs.

Responsibilities

The Transit Operations Coordinator will be responsible for:

- Directly supervising the Dispatch office staff and Accessible Transit Operators.
- Oversight and direction of the Conventional Operators in their daily duties.
- Ensuring adherence to scheduling, service, and labor standards.
- Assisting dispatchers to provide Conventional, On-Demand, and Accessible Transit dispatching and routing services to seniors, disabled individuals, and the public
- Ensure workforce assignments are fulfilled, assignment of buses, and charters are scheduled. Liaise with the Fleet Department as needed.
- Monitor on-road performance, schedule adherence, and route performance using various methods to ensure the integrity of schedules and public interface.
- Performance management.
- Support Transit Leadership Team both in terms of direction and project development and communication.
- Respond to and manage incidents, safety concerns, and citizen complaints/inquiries.
- Ongoing coaching, reviews of safety procedures, and assessing for hazards.
- Developing and implementing corrective actions to incidents as they are found or reported.
- Fostering a positive safety culture that is proactive, supportive, and efficient.
- Perform additional tasks as required.

You Bring

The ideal candidate will possess:

- High School graduation plus two years of post-secondary education
- Five years of Leadership & Supervisory Experience
- Valid Class 5 License and clear Driving Record
- Clear Criminal Record & Vulnerable Persons Check
- Extensive Customer Service experience
- Dispatching and Scheduling experience Accident / Incident Investigation Training

In addition, the following are preferred:

- Provide exceptional customer service to clients, passengers, operators, and co-workers. Respond in a courteous manner to requests and inquiries.

- Demonstrate an aptitude for mental health awareness and working with disabled persons in a trauma-informed, and respectful manner.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrate excellent interpersonal skills

Hours

35 hours. **Please see Selection process details for specific hours*

Salary/Wage

\$35.83 - \$44.00 per hour.

Selection Process

We thank you in advance for your interest. Those selected for an interview will be contacted by phone or email. We will contact those who did not make it to the interview stage by email within one month of the closing date of this job posting.

1. Submit a cover letter and resume using the "Apply Now" tab on this web page.
2. Applications will be reviewed, short-listed and interviews will be scheduled.

Note: Once you apply and upload a resume you should receive an email confirming that your application has been submitted for this position. If you receive this email, there is NO further need to contact us regarding this position.

- This posting may be used to fill future vacancies in this position.
- This posting will be open until a suitable candidate(s) is/are found.

**Position involves working non-traditional office hours on a rotating schedule. Departmental hours of operation: Monday-Friday from 5 am-9:30 pm, Saturday 7 am to 9:30pm, and Sunday from 8am-6:30 pm. Rotation will include shift work during evenings and weekends. **

Due to the high volume of applications that we receive per job posting, we are not able to answer job specific questions before the interview stage. If you are successful in getting to the job interview stage, we will be more than happy to answer any questions you might have at that time.