**Career Opportunity**

The Region of Waterloo is currently recruiting for a:

**Full Time Supervisor, Transit Scheduling**

Department: Transportation Services  
Division: Transit Services   
Hours of Work: 35 hours/week  
Location: Hybrid (250 Strasburg Road, Kitchener)

**Our Story:**

Committed to fostering opportunities for current and future generations, the Region of Waterloo is an inclusive, thriving and sustainable region of connected rural and urban communities with global reach. Our mission is to serve, engage and inspire, by delivering quality services to a diverse population of 630,000+, while creating a healthy, collaborative environment of learning, respect and innovation.

This is a place where employees are valued and recognized for their talents and contributions to our success. Our employees take pride in making a difference in people's lives through the work that we do. We are looking for people like you to help make it happen.

**Our Team:**

Grand River Transit (GRT) provides transit service to the three cities, and four townships in the Regional Municipality of Waterloo. We operate more than 50 routes and cover more than 20 million kilometers every year. Our fleet consists of more than 300 vehicles, including conventional and MobilityPLUS buses and ION light rail trains. We have more than 2,500 stops across the region, and more than 560 shelters.

GRT values employees and recognizes that their talents are vital to our own success. Our employees take pride in making a difference and ensuring transit is safe, reliable and convenient for their community. We are looking for people like you to help us keep the Region moving.

**The Opportunity:**

Reporting to the **Manager, Transit Development**, this exciting opportunity would be well suited for an enthusiastic, creative and collaborative self-starter who thrives in an environment of innovation and change.  You will be supervising the creation and implementation of transit schedules, including vehicle schedules and bus operator work schedules for an integrated urban transit network. If you are detail oriented with a passion for transit, this opportunity may be for **YOU!**

**Apply your Knowledge, Skills & Abilities:**

* You will supervise Transit Schedulers, a Transit Data Analyst, and students.
* Supervise scheduling and address related issues as appropriate.
* Supervise the development of cost-effective, efficient public transit vehicle schedules, based on route design, service standards, route connections, and customer needs.
* Supervise the creation of cost-effective daily and weekly bus operator work schedules.
* Develop an annual bus operator staffing plan for conventional transit operations.
* Collaborates in network design and the annual service planning process.
* Supervise the implementation of service changes, including service level, route, and schedule adjustments in response to operational issues.
* Supervise the development and maintenance of plans regarding service hours and number of buses required for service delivery.
* Supervise the development and maintenance of the transit network database relating to vehicle and driver scheduling and route information.
* Supervise the preparation and delivery of schedule data to transit information systems
* Supervise the development of service plans for secondary and post-secondary student markets.
* Lead the development of an integrated schedule between Light Rail Transit (LRT) and the redesigned bus network, including frequency and hours of operation.
* Coordinate and respond to service issues and requests from transit customers and other community stakeholders.
* Participate on union-management committees regarding transit routes, schedules, and bus operator work assignments.
* Supervise the evaluation, monitoring, and implementation of vehicle and operator scheduling processes to continuously improve the productivity, working conditions, and morale of bus operators.
* Create reports and communicates service and schedule information to management, bus operators, and other staff.
* Prepare and monitor the bus operator wage budget.
* Collaborate and exchange information with Councillors and area municipalities when designing and implementing new services.
* Performs related duties as required.

**Apply Your Experience at the Region of Waterloo**

* The requirements for this position would normally be acquired through a university or college degree in a related field (e.g. human geography, planning or environmental studies)
* Current knowledge of practices, concepts, and issues related to transit planning, scheduling, and operations, including creation of unionized transit operator work assignments; and accounting/ budgeting.
* Transit-specific training and skill development in scheduling, run-cutting, and rostering, normally acquired through significant scheduling experience, plus training programs offered by the Canadian Urban Transit Association (CUTA).
* Sound knowledge of and ability to comply with policies, procedures, collective agreements, and related legislation (e.g., employment standards, health and safety, Highway Traffic Act).
* Strong research, analytical, problem-solving, organizational, and continuous improvement skills
* Strong leadership, human relations, and communication skills to supervise, train, develop, motivate, and support staff.
* Ability to read and interpret reports, studies, statistical data, industry publications, and computer software documentation.
* Ability to write reports, including for Council and Committee; directives; and information notices for Regional staff, external agencies, transit customers, and the public.
* Computer skills using software such as scheduling and transit operating systems, Microsoft Office, ARC-GIS, and Adobe Acrobat.
* Ability to travel within Waterloo Region.
* Ability to support and demonstrate the Region’s values.
* Strong verbal and written communication skills and presentation skills.
* Solid time management and organizational skills.
* Ability to work collaboratively in a team or individually with minimal supervision.
* Ability to travel within and occasionally outside Waterloo Region.
* Ability to support and demonstrate the Region’s values.

**Additional Information:**

**Compensation:**

In addition to offering a competitive compensation package, we have a strong focus on health and wellness, including fitness facilities and family-focused benefits. The salary of this position ranges between $92,201.20 - $115,260.60 per annum (Grade 7 on the Management & Management Support wage scale).

We invite candidates to submit their resume to [careers@regionofwaterloo.ca](mailto:careers@regionofwaterloo.ca) quoting competition number 2022-2445.

Consideration will be given to candidates that are not fully qualified when no fully qualified applicants can be identified.

We thank all applicants in advance; however, we will be corresponding only with those selected for an interview.

The Region of Waterloo is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. At the Region, we respect, encourage and celebrate our diversity. The Region of Waterloo is committed to providing accommodations throughout the recruitment process. If you require an accommodation, please notify us and we will work with you to meet your needs.

Alternate formats of this document are available upon request. Please contact the Service First Contact Centre at phone number 519-575-4400, or TTY number 519-575-4608 to request an alternate format.