

At the City of Brampton, our focus is people. From our employees to the community we serve, people are at the centre of everything we do. Our city is a living Mosaic made up of 234 cultures and 115 spoken languages. Recognized by **Forbes** as one of Canada's top employers and **Maclean's** best communities in Canada, the City of Brampton is a dynamic and innovative place to work and experience. We want you to join us in serving our diverse community with pride and passion.

Our Focus Is People ●●●●●



**JOB TITLE:** Senior Supervisor, Operations  
**DEPARTMENT:** Transit  
**POSTING NUMBER:** 105143  
**NUMBER OF POSITIONS:** 1  
**JOB STATUS & DURATION:** Full Time Permanent  
**HOURS OF WORK:** 35 hour workweek / shift work / variable hours  
**LOCATION:** Transit Sandalwood Facility  
**SALARY GRADE:** 7  
**HIRING SALARY RANGE:** \$107,156.00 - \$120,551.00 per annum  
**MAXIMUM OF SALARY RANGE:** \$133,945.00 per annum  
**JOB TYPE:** Management and Administration  
**POSTING DATE:** November 16, 2022  
**CLOSING DATE:** November 29, 2022

## AREA OF RESPONSIBILITY:

Reporting to the Manager of Operations, this position supervises Transit Operations Supervisors and Transit Operators to ensure delivery of all scheduled transit services. Responsible for on-time and efficient transit service delivery along with customer service excellence.

1. Centralized Services. This role is accountable to provide operational coverage in these three functional areas:
  - a. Operations Control & Efficiency
  - b. Employee Relations
  - c. Passengers Relations, Safety & SecurityThe Senior Supervisor, Operations will provide back-up coverage for each other, and also to the Senior Supervisor, Operations Training and Safety, as required and vice-versa.
2. Functional leadership. Oversees day-to-day operations managing the transit system meeting the on-time delivery of advertised Transit service. Establishes appropriate policies and procedures for the section to and ensures these are updated or changed as required to meet the service plan and strategic goals. Liaises with other departments and transit system and external agencies as required. Investigates, identifies, and corrects systemic

issues and service challenges, deals with emergency situations, system disruptions and employee issues. Ensures adherence to applicable legislation and agreements, fostering positive labour relations. Prepares regular written reports and other documentation/presentations to senior management. Ensures effective coordination of all resources (people, equipment, vehicles) to ensure daily service requirements.

3. Staff supervision. Provides coaching, support, guidance, supervision, information, and overall leadership to Transit Supervisors and Transit Operators. Accountable for ensuring standard operating procedures for Transit operations are developed, reviewed and followed. Ensures and encourages a positive culture and establishes measures for maintaining effective corporate code of conduct. Utilizes available resources in cost effective manner. Responsible for the Supervisor's Report of Employee Accident (SREA) process, claims management, return to work, and staff accommodations. Ensure standards are maintained and all regulatory and collective agreements are complied with. Responsible for employee time sheets, performance management, documentation, and disciplinary action as required. Ensures staff receive the appropriate training and are kept current on industry technical requirements and legislative changes, as well as divisional goals and objectives. Recruit new staff as required. Coordinates yearly master shift bid and monitors Supervisors' shift schedules. Works collaboratively with Training & Safety to deliver new/refresher Operator training.
4. Attendance Management. Administers, coordinates and monitors the attendance of Transit Operations employees as it relates to the AAP and AMP programs, ensuring the fair and consistent application of the AAP and AMP programs, reviewing attendance reports and conducting meetings with employees and their Union representatives (if applicable). Handles complex, culpable/disciplinary and frustration of contract cases. Accountable for ensuring the Corporation's duty to accommodate under the Human Rights Code is met when managing employee cases. Consults with and provides information and assistance to Human Resources and legal counsel as required on attendance related issues and acts as the Transit representative in the presentation of attendance cases. Promotes wellness resources to support improved attendance.
5. Customer service support. Respond to inquiries from the public, City departments and members of Council. Investigate and respond to public complaints in timely manner. Seeks and identifies continuous improvements for Brampton Transit. Utilize technology and social media to reach transit customers and resolve their concerns.
6. Safety & Security. Operations liaison for emergency management and business continuity. Provides inputs to the Transit Security Plan. Works with corporate security department and external agencies (including Peel Regional Police, other transit systems in GTHA, and Transport Canada) to ensure safety and security of Transit vehicles and facilities. Investigates Red Light infractions.

## **SELECTION CRITERIA:**

### **EDUCATION:**

- Post-secondary education (degree or diploma) in related field (e.g. Transportation Engineering, Business Administration, Human Resources, Labour Relations) or the equivalent experience/education.

## REQUIRED EXPERIENCE:

- More than 5 years of progressive supervisory experience in a municipal transit related or a unionized environment; with experience in labour relations.

## OTHER SKILLS AND ASSETS:

- Knowledge of applicable legislation, policies and regulations, i.e. Occupational Health & Safety Act, etc.
- Computer proficiency in Microsoft Office and the ability to learn transit operations software.
- Knowledge of scheduling and transit operations, and complaint investigations experience would be an asset.
- Strong communication skills, oral and written.

*\*\*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 online at: [www.brampton.ca/employment](http://www.brampton.ca/employment) quoting **reference #105143 by November 29, 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.

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](mailto: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.*