

## Job Title: Transit Inspector

**Requisition ID:** 2960

**Affiliation:** Exempt

**Position Type:** Permanent Full Time

**Number of Openings:** 1

**Bi-weekly Working Hours:** 70 hours bi-weekly

**Shift/Work Schedule:** Monday to Friday (*subject to change*)

**Division/ Branch:** Public Works, Transit Services

**Job Location:** Fort McMurray

**Salary:** Competitive Salary

**COLA:** Bi-Weekly - \$480

**Posted (dd/mm/yyyy):** 31/08/2024

**Closing Date (dd/mm/yyyy):** 15/09/2024

**Posting Type:** Internal and External

### GENERAL DESCRIPTION:

Under the general direction of the Supervisor, Conventional Operations, the Transit Inspector is a field-based position that oversees the daily delivery of transit services and provides direct supervision of Transit Bus Operators. The Transit Inspector is also responsible for providing customer service to the general public and responding to all incidents. Primary responsibilities of this position include:

**Employee Development:** Oversees field operations during shift for assigned team member, which includes verifying processes and procedures are consistently applied and that equipment and employee requirements are fulfilled. The Transit Inspector is responsible for ensuring operators are trained, certified, competent and fit for duty on an ongoing basis. Responsible for ensuring all applicable commercial vehicle requirements are met, and relevant policies and procedures are followed. Evaluates operator performance and efficiency, which includes ongoing mentoring, coaching, and providing support to staff. Informs and escalates situations to Supervisor, Conventional Operations as needed. Delivers memos and notices to terminal lobbies and communicates information, processes, and requirements to drivers in the field. Responsible for developing and ensuring the delivery of toolbox talks and safety meetings.

**Service Delivery:** Coordinates and monitors the delivery of all transit services to ensure services are provided in a safe, efficient, and timely manner. Manages daily service changes on the road and responds to transportation requests, issues and concerns. Reports all incidents immediately and assists with incident investigations as required. The Transit Inspector is responsible for collecting data and preparing reports concerning operator and service-related complaints and compliments. Responds to requests for assistance on service matters, passenger concerns, operator assistance, equipment breakdown, traffic situations, special events, and other service-related issues. Performs routine foot patrols at terminals and other facilities. Completes daily reports on all activities.

**Departmental Coordination:** Ensures compliance with rules, regulations, collective agreement, policies and procedures. Ensures timely and accurate completion of reports and ensures compliance with federal, provincial, and municipal requirements. Prepares daily reports and accurately records all relevant service-related impacts including passenger counts, public information, service frequencies, changing travel patterns and demands, routing recommendations, service levels, placement of shelters, stops and signs for service planning and improvements. Performs other duties as assigned.

### SKILLS REQUIREMENTS:

- Knowledge of the transit system, fare structure, collective agreement, and operational policies and procedures.
- Good knowledge of workplace safety practices and knowledge of the transportation of mobility devices.
- Knowledge of radio and telephone equipment and radio communication procedures.
- Ability to empower people and the ability to navigate situations involving rapid change, shifting priorities, and/or simultaneous demands.

- Strong leadership skills with ability to take initiative and to provide guidance and support to team members.
- Ability to be discreet and handle confidential information.
- Excellent interpersonal and communication skills, both verbal and written.
- Strong customer service skills and experience in dealing with public enquiries.
- Sound, practical judgement, and independent decision-making skills.
- Knowledge of all equipment and processes used in Transit operations.
- Good knowledge of computers with working knowledge in Networks, Windows, and Microsoft Office.
- Ability to promote a safe work environment and provide leadership and guidance.
- Ability to maintain effective working relationships.

**EDUCATION:**

- High School Diploma or GED equivalent is required.
- Valid First Aid/CPR Certificate is an asset.
- Completion of a defensive driving course is an asset.

**EXPERIENCE:**

- Two (2) years of experience in a public transit operations environment.
- A minimum of one (1) year experience in a leadership role.
- Experience as a supervisor in a unionized environment considered an asset.

**OTHER REQUIREMENTS:**

- Submission of a Criminal Record Check.
- A valid Class Two (2) Operator's License with a safe driving record is required as incumbent will be required to operate a personal or municipal vehicle for business use on a regular basis.
- Q-endorsement (Air Brakes) is required.
- Must be willing to work outside in all conditions.
- Immunizations are strongly recommended for work in unsanitary conditions.
- Must be medically and physically able to perform job.

**SAFETY:**

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible and accountable for knowing and working in accordance with the Health and Safety Directive. As per Section 2 of the Occupational Health and Safety Act, the incumbent shall ensure, while in the employ of the Regional Municipality of Wood Buffalo, the health and safety of employees, contractors, and the public.

**To apply: Please visit our website at [jobs.rmwb.ca](http://jobs.rmwb.ca)  
Current employees must apply through the internal careers site.  
We appreciate the interest of all applicants; however, only those individuals  
selected for interviews will be contacted. Late applications will not be accepted.**