

Specialized Transit Coordinator

Position Summary:

Strathcona County Transit is on the lookout for a dynamic and organized individual to join our team as a Specialized Transit Coordinator. In this role, you'll be at the forefront of planning and delivering specialized transit services, ensuring our community stays connected and mobile.

Your responsibilities will include engaging with the public, providing top-notch customer service, and resolving any concerns that arise. As a key member of the Transit Leadership Team, you'll play a crucial role in shaping the future of our transit services and offering expert advice on specialized transit matters.

If you're passionate about making a difference in public transportation and thrive in a collaborative environment, then this is an opportunity for you!

Responsibilities:

- Coordinate the development of service standards, policies, and procedures for specialized transit service
- Develop annual service plans based on areas served and anticipated ridership levels
- Ensure all aspects of specialized transit (registration, trip reservation, trip scheduling, trip confirmation, dispatch, and operation) are delivered in accordance with established standards, policies, and procedures
- Review daily trip assignments and dispatch for accuracy and effective scheduling
- Arrange after-hours and emergency contacts for drivers
- Monitor vehicle usage requirements and coordinate repairs and vehicle maintenance with Fleet Services
- Ensure that all OHS policies of the county are followed and implemented on a daily basis
- Ensure all passenger incidents are investigated fully, reviewed for possible trends and appropriate actions are taken
- Report on key performance indicators for specialized transit to the Director of Transit
- Compile response to annual CUTA survey on specialized transit
- Respond to inquiries regarding the specialized transit programs and eligibility
- Maintain accurate database of registered clients
- Assist in recruiting, selection and training of staff in the Specialized Transit Branch
- Establish priorities and direct the activities of the Specialized Transit Branch to align with the department's vision, mission and values
- Provide clear expectations, coaching, evaluation, performance management, and feedback to direct reports
- Motivate and inspire staff by fostering communication, continuous improvement, innovation, and learning
- Implement processes to ensure effective communications and collaborative work practices within the branch
- Develop strong working relationships with staff in all Transit branches, Fleet Services, other County Departments, and elected officials
- Communicate specialized transit issues clearly and concisely within the Transit Department and County Departments, and to elected officials, stakeholders, clients, the media, and the general public

Qualifications and Skills:

- Completion of a University/College/Certificate program in social services or health services would be preferred
- Minimum of 5 years' experience in a supervisory role
- Ability to analyze information and to make sound decisions
- Ability to work under stressful conditions
- Demonstrated leadership skills in organizational management, team building, and mentoring
- Strong inter-personal and communications skills, including written, verbal, and listening abilities
- Sound knowledge of industry best practices in specialized transit as well as transit scheduling software and Microsoft Office suite
- Ability to integrate data and information from various sources and establish priorities to improve specialized transit services

Conditions of Employment:

- Ability to work evenings and weekends on an on-call basis

Who We Are:

Strathcona County is a specialized municipality located in the heart of Alberta. Our vision is to become Canada's most livable community, where our workplace culture and identity are supported by our people plan and values of integrity, respect, safety, fairness, and cooperation.

Why Join Strathcona County: (depending on position)

- Competitive salary and comprehensive benefits package, which includes:
 - Extended health and dental coverage
 - Health and wellness spending account
 - Life and disability insurance and critical illness programs
 - Retirement and pension programs
 - Paid and unpaid leave programs
 - Earned day off program
 - Employee and family assistance program
- Commitment to employee development, through internal and external training and development opportunities
- Well-being programs and a safety culture focused on physical and psychological health in the workplace

Equivalencies of education and experience may be considered.

This competition may be used to fill future vacancies for similar positions within the next 6 months.

Strathcona County is committed to an inclusive, respectful, and equitable workplace that represents the community we serve. We welcome applicants from all backgrounds who can contribute diverse perspectives and experiences.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Please apply on our website before 11:59pm on October 8, 2024: [Specialized Transit Coordinator - Strathcona County Careers \(oraclecloud.com\)](https://oraclecloud.com)