

Supervisor Specialized Transit

We are seeking an experienced and dedicated Supervisor of Specialized Transit to manage the delivery of the Mobility Bus Service program within Strathcona County. This role is pivotal in ensuring exceptional customer service, efficient scheduling, and effective complaint resolution for specialized transit operations.

As a key leader, this individual will provide guidance and will oversee the Specialized Schedulers, Dispatchers and Transit Operators. This role works collaboratively with other transit work units and County departments such as Fleet Services to ensure compliance and understanding of policies, practices and procedures. In addition, this role is responsible for fostering a positive team environment, supporting operational excellence, and participating in hiring decisions to build a strong, customer-focused team.

Responsibilities:

- Oversees daily operations of specialized transit to ensure safety, customer satisfaction and cost-effective service delivery
- Responsible for shift requirements and scheduling of the schedulers/dispatchers and operators
- Assist with investigating customer enquiries regarding service and employee conduct
- Ensure adequate staffing levels are available to meet organizational needs, including participation in the recruitment process to fill vacant/new positions
- Assist in developing work unit budget, monitoring and managing financial resources, and reviewing and reporting work unit performance measures
- Ensure that work units comply with all relevant legislative, policy, and by-law requirements, including safety and privacy legislation and policy
- Monitor two-way radio communications for proper protocol and information accuracy regarding on-road issues
- Coordinate repairs and vehicle maintenance with Fleet Services

Qualifications and Skills:

- High School diploma, plus additional specialized training in a related area
- A minimum of 5 years of related experience is required including 3 years of transportation industry experience
- At least 2 years of supervisory/leadership work experience, preferably within a team environment
- Sound knowledge of industry best practices in specialized transit
- Experience with specialized transit scheduling software and Microsoft Office suite
- Understanding of Strathcona County's structure, departments, practices and services
- Demonstrated ability to deal effectively with a variety of customers/residents with physical and cognitive limitations, their families, caregiver agencies, and the public, using sound judgement and sensitivity
- Demonstrated ability to analyze information to make sound decisions
- Demonstrated leadership skills in organizational management, team building, and mentoring
- Strong inter-personal and communications skills, including written, verbal, and listening abilities
- Strong organizational, time-management and project management skills

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 January 26, 2025: [Supervisor Specialized Transit - Strathcona County Careers](#)