

9620BR - Supervisor, Transit Network

Job Posting

Halifax Regional Municipality is inviting applications for the permanent, full-time position of Supervisor, Transit Network with Halifax Transit. Halifax Regional Municipality (HRM) is committed to reflecting the community it serves and recognizing Diversity and Inclusion as one of the Municipality's core values. We have an Employment Equity Policy and we welcome applications from African Nova Scotians and Other Racially Visible Persons, Women in occupations or positions where they are underrepresented in the workforce, Indigenous/Aboriginal People, Persons with Disabilities and 2SLGBTQ+ Persons. Applicants are encouraged to self-identify on their electronic application.

Under the general direction of the Supervisor, Bus Operations (Network), this position supervises the daily operation of transit services by monitoring and directing transit network activities through the Intelligent Transportation System, radio networks & deployed Mobile Supervisors to service-related issues and emergency situations, accident investigations and Emergency Measures Activations.

DUTIES AND RESPONSIBILITIES:

- Supervises & provides leadership, coaching & mentoring to deployed bus operators (via communications systems) to ensure compliance with the rules, regulations, Collective Agreement & policies and procedures of the organization
- Manages the delivery of day to day transit services efficiently, safely and on schedule
- Monitors the network location of vehicles via the Intelligent Transportation System (ITS) to track service status, adjusts schedules and resolves issues, as required
- Monitors & measures the effectiveness and accuracy of all ITS equipment
- Anticipates, determines, & revises service priorities, as required
- Constructs & communicates detour plans in response to Special Events and/or temporary geographic barriers
- Coordinates with Dispatch Supervisors to resolve staffing or bus quota shortages
- Dispatches additional resources to cover service for defective and/or disabled vehicles, or Operators who cannot continue service
- Provides information to the public, via Twitter, about service changes

- Advises Mobile Service Supervisors and Operators, via radio networks, about service changes
- Dispatches & tasks Mobile Supervisors to respond to service related and emergency situations, & dispatches resources to assist
- Authorizes emergency evacuation buses & coordinates the deployment of such units to accident or incident scenes
- Conducts investigations by collecting data and preparing reports concerning operator & service-related complaints and compliments
- Coordinates escalated call & implements incident escalation protocols
- Implements the EMO & Bomb Threat plans when required
- Conducts data collection & analysis
- Accurately records all relevant service-related information in the database
- Utilizes Intelligent Transportation System data collection applications & routines to analyze the performance of individual routes
- Provides the Planning and Scheduling Section with data, documentation & recommendations to improve service and general operations
- Cultivates & maintains strong customer service relations with the public by providing assistance and responding to public inquiries in a professional and timely manner
- Maintains effective working relationships with other municipal services within the Halifax Regional Municipality
- Implements the Escalation Protocol when required
- Promotes a safe work environment
- Enhances labour relations through teamwork and leadership
- Handle confidential information about labor relations
- Other duties as assigned

QUALIFICATIONS:

Education & Experience:

- Successful completion of Grade 12.

- Three years' experience in Halifax Transit. Candidates who hold three years' experience in a public transit or transportation operations environment will also be considered.
- Candidates who successfully completed a 6-month Developmental Supervisor opportunity with Halifax Transit will also be considered.
- One-year experience as a supervisor, including the following duties considered an asset:
 - Performance management
 - Coaching and mentoring.
 - Experience supervising in a unionized environment considered an asset.
 - An equivalent combination of education & experience may be considered

Technical / Job Specific Knowledge and Abilities:

- Thorough knowledge of transits system, schedules, routings, fare structure, & operational policies & procedures
- Demonstrated understanding of current OHS legislation & work practices
- Competent knowledge of computerized CAD/ AVL system & skilled in working procedures associated with the Operations Centre & Dispatch Office
- Intermediate level proficiency in the use of Microsoft Office applications (Outlook, Word, Excel, PowerPoint)
- Thorough knowledge of radio communication procedures & demonstrated ability to communicate effectively through this media

Security Clearance Requirements: Applicants may be required to complete an employment security screening check

Please note - Testing may be conducted as a component of the selection process to assess technical and job specific knowledge. Candidates, who are selected for testing, may be tested in a group setting, scheduled at the employer's discretion. Interviews, testing, and in-person recruitment activities are being conducted in adherence with current COVID-19 Public Health protocols

COMPETENCIES: Customer Service, Decision Making, Developing Others, Communications, Teamwork & Cooperation, Values and Ethics, Valuing Diversity,

Visioning, Strategic Thinking and Innovation

WORK STATUS: Permanent, full-time.

HOURS OF WORK: Rotational shift work and shift adjustments on short notice in response to operational requirements. Shifts vary in duration & can be a combination of day shifts & night shifts to make up an 80 hour bi-weekly work schedule depending on rotation. There is a requirement to respond at any time when contacted due to a Labour Dispute or the implementation of the Emergency Response Procedures for E.M.O

SALARY: \$70,330.. This position is part of the NSGEU Local 107 bargaining unit.

WORK LOCATIONS: Burnside Transit Centre, 200 Ilsley Avenue, Dartmouth NS and/or Ragged Lake Transit Center, 80 Grassy Lake, Halifax NS

CLOSING DATE: Applications will be received up to **11:59 pm on Wednesday, March 26, 2025**

Please note, this is a re-post of competition 9620BR. If you applied to the original competition, you do not need to re-apply as your application has already been considered.

This is a bargaining unit position. External applicants will only be considered if there are no qualified bargaining unit candidates.

Please note: We thank all applicants for their interest in this position. Only those applicants selected for interview/testing will be contacted

During the recruitment process, applicants have the right to request an accommodation. Applicants invited to participate in an assessment process (such as interview or testing) and who require an accommodation, should discuss their needs with the recruiter when invited to the assessment process. For more information on our accommodation process please click on the link; [Accommodations | Hiring | Employment | Halifax](#)

(position # 72282610)