

Transit Operator in Training

Why Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service;
- Paid personal days;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

Position overview

Resumes are being accepted for the position of Transit Operator in Training for the Transit Services Department. The successful candidate will have a focus on quality customer service, safety, courtesy and continuous improvement. Guided by the goals and objectives of the City's Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Vision for an inclusive, connected and prosperous city.

Key duties and responsibilities

- Provide excellent customer service and public relations to transit riders and the general public.
- Provide information to the public regarding transit routes.
- Safely operate a conventional and/or mobility van/bus, respecting all laws as outlined in the HTA.
- May be required to transport and assist passengers with special needs, under the Mobility Bus program while providing excellent customer service and public relations to transit mobility passengers.

- Collect fares/transfers, issue transfers and document all incidents.
- Operate City buses according to Guelph Transit routes and schedules.
- Responsible for the safe operation of the vehicle and safety of all passengers.
- Operate electronic fare equipment and Automatic Vehicle Location equipment.
- Keep the transit vehicles/facility in a clean, neat and safe condition.
- Fuel transit vehicles and check fluid levels.
- Comply with all City regulations, policies and procedures.
- Perform other related duties as assigned.

Qualifications and requirements

- Experience related to the duties listed above, normally acquired through the completion of a Grade 12 diploma and experience in a fast-paced, high-volume customer service environment. Candidates with an equivalent combination of education and experience may be considered.
- A valid Class G driver's licence with a good driving record. Successful candidates will be required to provide a current driver's abstract and, if applicable, a CVOR abstract prior to their start date to confirm their licence is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last 5 years. The City of Guelph will take into consideration the number of demerit points and/or nature of the infractions to determine if it meets our requirements.
- Excellent customer service skills with the ability to deal with the public in an effective and efficient manner.
- Must be able to perform physical work (e.g. sitting for extended periods of time, standing, reaching and pulling).
- Ability to communicate effectively and clearly with team members and the public.
- Knowledge of the City of Guelph is an asset.
- Must hold, or be willing to obtain within the probationary period, a BZ driver's licence (note: the minimum age requirement for a BZ license is 21 years old).
- A satisfactory Police Record Check including Vulnerable Sector Check is required at the time of offer.
- An additional police abstract for the MTO will also be required.
- Previous experience operating a bus and/or a valid B driver's license is considered an asset.

Hours of work

Shift work will be a requirement of this position. Even though there is no guarantee of hours of work, the successful candidate may work up to 40 hours per week, Sunday through Saturday as required, on a scheduled and on-call basis. This includes statutory holidays, split shifts, evenings and late nights.

Pay/Salary

Training rate: \$22.72 to \$27.00 an hour

Operator Full rate: \$35.34

How to apply

Qualified applicants are invited to apply using our **online** application system by **May 1, 2025**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Proof of qualifications will be requested at the interview stage.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the “Apply for this job” button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.