

10154BR - Supervisor, Control Centre

Job Posting

Halifax Regional Municipality is inviting applications for four (4) permanent, full-time positions of Supervisor, Control Centre 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 direction of the Superintendent, Transit Operational Supporting charge of the Control Centre, the Supervisor, Control Centre supervises the daily operation of transit services by monitoring and directing transit network activities through the Intelligent Transportation System, radio networks and deployed Mobile Supervisors to service related issues and emergency situations, accident investigations and Emergency Measures Activations.

DUTIES AND RESPONSIBILITIES:

- Supervises and provides leadership, coaching and mentoring to deployed bus operators (via communications systems) to ensure compliance with the rules, regulations, Collective Agreement and 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 and measures the effectiveness and accuracy of all ITS equipment
- Anticipates, determines, and revises service priorities as required
- Constructs and 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 and tasks Mobile Supervisors to respond to service related and emergency situations, and dispatches resources to assist;
- Authorizes emergency evacuation buses and coordinates the deployment of such units to accident or incident scenes
- Conducts investigations by collecting data and preparing reports concerning operator and service related complaints and compliments;
- Coordinates escalated call and implements incident escalation protocols;
- Implements the EMO and Bomb Threat plans when required
- Conducts data collection and analysis
- Accurately records all relevant service related information in the database
- Utilizes Intelligent Transportation System data collection applications and routines to analyse the performance of individual routes
- Provides the Planning and Scheduling Section with data, documentation and recommendations to improve service and general operations
- Cultivates and 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 or equivalent
- Intermediate level proficiency in the use of Microsoft Office applications (Outlook, Word, Excel, PowerPoint)
- Two (2) years' experience in a public transit or transportation operations environment
- One (1) year experience as a supervisor, including the following duties:
 - Recruitment of personnel
 - Performance management
 - Scheduling of personnel for work
 - Coaching and mentoring
 - Work related training
- Experience supervising in a unionized environment considered an asset
- Demonstrated understanding of current OHS legislation and work practices

Technical / Job Specific Knowledge and Abilities:

- Thorough knowledge of transits system, schedules, routings, fare structure, and operational policies and procedures.
- Competent knowledge of computerized CAD/ AVL system and skilled in working procedures associated with the Operations Centre and Dispatch Office
- Thorough knowledge of radio communication procedures and demonstrated ability to communicate effectively through this media
- Strong analytical skills
- Proficient communications skills

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: Developing Others, Communications, Teamwork & Cooperation, Valuing Diversity, Customer Service, Decision Making

WORK STATUS: four (4) 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 Sunday, June 15, 2025**

Please note: We thank all applicants for their interest in this position. Only those applicants selected for an 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 # 78640415, 78640416, 78640417, 78640418)