

On-Street Transit Inspector (Transit Inspector) # 7710

Department: Public Works

Branch: Transit

Location: 50 High Tech Road, Richmond Hill, ON L4B 4N7 CA (Primary)

Status: Casual/On-call

Salary: Per hour

Salary Grade: \$34.32 - \$37.32

Union: CUPE Local 4900

ABOUT US

Almost 1.2 million residents call York Region home, making it one of the largest regions in Canada – and the fastest growing with a population that’s expected to grow to more than 2 million by 2041. Our geography, which is comprised of about 1,800 square kilometers over nine different municipalities, is as beautiful, interesting and diverse as our people. Local government is organized in a two-tier structure and we work together with our local municipalities to provide residents and businesses access to a broad selection of services and resources.

WHAT WE OFFER

Consistently named one of Canada’s Best Employers by Forbes, we offer a collaborative, progressive workplace that takes pride in our organizational culture and is committed to living The 13+ Factors of Psychological Health and Safety in the Workplace – aligned with our vision to create strong, caring and safe communities both within and outside our walls.

- **Defined Benefit Pension Program** - With the Ontario Municipality Employees Retirement System (OMERS) defined benefit pension plan, you can confidently retire knowing that you will have income for life. Eligibility from date of hire as a full-time employee and includes employer-matched contributions.
- **Employer of Choice** - Recognized as the highest-ranking government employer in Canada and fourth overall among 300 organizations.
- **Benefits and Wellness** - Employees and their loved ones have access to a comprehensive employer-paid benefits plan that includes extended health, dental and life insurance, access to a 24/7 Employee and Family Assistance Program and corporate discounts and purchase plans for day-to-day products and services.
- **Inclusive and Diverse Workforce** - We’re committed to fostering an environment that celebrates all dimensions of diversity and ensures everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination. Our robust Inclusion, Diversity, Equity and Accessibility program continues to grow, and has been recognized by the United Nations and many other organizations for our leadership.

ABOUT THE ROLE

Reporting to the Supervisor, On-Street Operations is responsible for inspecting and reporting on the operation of conventional, specialized and On-Demand services, including ensuring contractor compliance, monitoring schedule adherence, investigating and addressing customer and contractor concerns, conducting surveys, assisting with inspecting the condition of fleet, on-board technology, investigating accidents and incidents, conducting route assessments and other transit related responsibilities and infrastructures; provides back up passenger delivery service for Transit customers as needed.

WHAT YOU'LL BE DOING

- Monitors transit schedule adherence and conducts contractor audits to ensure efficient operation of service and compliance of performance based contracts.
- Ensures contractor compliance for on-board technology including (tablets, farebox, INIT Driver Command Unit (DCU), PRESTO hand held devices, FOB door alarms, recording devices, microphone systems, destination signs, emergency call buttons) and new technology as provided.
- Liaises and addresses routine operational issues with contractors regarding transit services and driver conduct.

- Examines, documents conditions and recommends repairs; assists in reporting on conditions of transfer locations, passengers, residences and transit stops, Viva stations, terminals, bus loops and transit facilities including: standing areas, shelters, waste containers, benches, and information posts.
- Assists facilities staff in monitoring and reporting winter maintenance progress at transit stop facilities.
- Conducts bus inspections to ensure bus is equipped with proper licensing, safety, regulatory and operational documentation.
- Operates Intelligent Transportation Systems (ITS) equipment for purposes of tracking, maintaining, and reporting on BRT vehicle schedule adherence.
- Liaises with internal stakeholders on all Ticket Vending Machine (TVM) failures and alarms.
- Provides customer service and travel training as needed.
- Investigates and responds to difficult passengers, missing passengers and customer complaints, accidents, fare evasion, vandalism and customers concerns with follow-up and recommendation for corrective measures.
- Operates special bus charters and transfers buses for operations and maintenance purposes, when required.
- Performs other duties as assigned to meet Branch and Departmental objectives.

WHAT WE'RE LOOKING FOR

- Successful completion of Secondary School diploma or approved equivalent combination of education and experience.
- Minimum three (3) years' experience in transit operations, including inspecting and reporting on the operation of transit services, ensuring contractor compliance, investigating and resolving concerns, demonstrated ability to provide exemplary customer service, monitoring schedule adherence and conducting surveys
- Valid Ontario Class "CZ" Driver's Licence driver's license free of serious offences under the Highway Traffic Act.
- Satisfactory Police Vulnerable Sector Check.
- Ability to obtain first aid certification.
- Demonstrated experience working with persons of disabilities.
- Knowledge of related Legislation, Acts and Standards including AODA, Highway Traffic Act, D-409, Building Code, Q-straints, Occupational Health and Safety Act, Passenger Vehicle and Commercial Vehicle Operators Registration system pertaining to provision of conventional and mobility transit and commercial vehicle services including
- Ability to coordinate and direct personnel during an emergency situation.
- Ability to work outside regular business hours, as required.

Scheduled Weekly Hours: Varies

Start Date: Immediate

Please apply online at <https://york.hua.hrsmart.com/hr/ats/Posting/view/7710> by **5:00PM EST of the closing date October 31, 2025.**

All employment opportunities are recorded on a 24-Hour Career Line and may be accessed by calling 1-877-464-9675 ext. 75508. We thank all candidates for their interest; however, only those selected for an interview will be contacted. Please be advised, York Region uses email as the primary means of communication with candidates and does not use AI technology in any part of the recruitment process. Please ensure your email address is up to date, checked frequently (including your spam folder), and accepts messages from unknown users.

Replacement

Replacement – Converted Position

Addition to Staff

York Region is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. We respect, encourage and celebrate our diversity, aiming to build a qualified workforce that reflects the population we serve. Should you require an accommodation under the [Human Rights Code](#) during the recruitment and selection process, including accessible formats and communication supports, please email careers@york.ca or call 1-877-464-9675 extension 75506. Accommodations for applicants with disabilities are available upon request during recruitment processes and throughout employment.

PROGRESSIVE. COLLABORATIVE. ACCOUNTABLE.

Draw on your passion. Shape our community.

