

## 11272BR **Mobile Supervisor**

### **Job Posting**

Halifax Regional Municipality is inviting applications for two (2) Full-Time Temporary positions of up to 6-months for the role of **Mobile Supervisor** 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 Superintendent, Service Delivery, the Mobile Service Supervisor supervises the daily delivery of transit services by providing supervision and support to operators on the street, customer service to the general public, and mobile response to accident and emergency situations.

### **DUTIES AND RESPONSIBILITIES:**

- Supervises and provides leadership, coaching and mentoring to bus operators 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.
- Manages daily service changes (on road).

- Conducts investigations by collecting data and preparing reports concerning operator and service-related complaints and compliments; takes corrective action including coaching, verbal warnings, issuing rule violations, written warnings and suspension from duty.
- Conducts routine foot patrols at terminals and other facilities.
- Responds to all emergency situations and takes emergency and/or corrective action as deemed necessary.
- Responds to requests for assistance on service matters including accidents, passenger situations, operator assistance, equipment breakdown, traffic situations, special events, and other service-related issues.
- Coordinates escalated calls and implements incident escalation protocols;
- Ensures service schedules are maintained by coordinating activities through the Halifax Transit Operations Centre to initiate corrective action in emergencies, bus overloads, or other unusual circumstances by rerouting or short turning buses, adding equipment, holding back or advancing buses.
- Prepares daily reports and accurately record all relevant service-related impacts including passenger counts, public information, service frequencies, changing travel patterns and demands, routing recommendations, service levels, placement of shelters, stops and signs for service planning and improvements.
- 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 E.M.O. and Bomb Threat Plans when and as required.
- Promotes a safe work environment.
- Enhances labour relations through teamwork and leadership.
- Completes security checks of facilities and equipment, conduct checks on general fare collection and complete daily reports on your activities.
- Delivery of memos and notices to Terminal Lobbies.
- May be required as a Special Constable of the Halifax Regional Municipality; ensure parking restrictions are enforced in all designated areas of responsibility.
- Handle confidential information about labor relations.
- Other duties as assigned by Superintendents, Service Delivery

## **QUALIFICATIONS:**

### **Education & Experience:**

- Successful completion of Grade 12.
- Valid Nova Scotia Class 2 License with Air Brake Endorsement or willingness to obtain.
- Three (3) years' experience in a public transit or transportation operations environment.
- One (1) year experience as a supervisor, including the following duties considered an asset:
  - Service Management.
  - Coaching and mentoring.

- Work related training.
- Experience supervising in a unionized environment.
- Must be able to obtain special constable status.
- An equivalent combination of education and experience may be considered.

**Technical/Job Specific Knowledge and Abilities:**

- Intermediate level proficiency in the use of Microsoft Office applications (Outlook, Word, Excel, PowerPoint).
- Thorough knowledge of the transit system, schedules, routings, fare structure, and operational policies and procedures.
- Demonstrated understanding of current OHS legislation and work practices.
- Working knowledge of computerized AVL system and working procedures associated with the Mobile operations, Dispatch Office, and Operations Centre. Training will be provided.
- Thorough knowledge of radio communication procedures and demonstrated ability to communicate effectively through this media. Training will be provided.

**Security Clearance Requirements:** Applicants may be required to complete an employment security screening check. Must be able to obtain special constable status.

**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.

**COMPETENCIES:** Values and Ethics, Organizational Awareness,

Organization & Planning, Customer Service, Communications, Valuing Diversity, Conflict Management, Teamwork and Cooperation, Decision Making, Managing Change.

**WORK STATUS:** Two (2) Temporary Full-Time positions up to 6 months

**HOURS OF WORK:** Rotational shift work and shift adjustments on short notice in response to operational requirements. Shifts vary in duration and can be a combination of day shifts and night shifts to make up an 80 hour bi-weekly work schedule. 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 annually. This position is part of the NSGEU Local 107 bargaining unit.

**WORK LOCATION:** Burnside Transit Centre, 200 Ilsley Avenue, Dartmouth NS

**CLOSING DATE:** Applications will be accepted until **11:59 pm on Wednesday, April 29, 2026.**

**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 an interview/ testing will be contacted.

To ensure a fair and equitable hiring process, candidates are expected to complete all parts of the recruitment process, including assessments,

assignments, and interviews independently and without the use of artificial intelligence (AI) tools or other forms of external assistance. The use of AI to complete any component of the hiring process is not permitted and may result in disqualification from consideration.

Shortlisted candidates will be required to provide proof of their qualifications, including, but not limited to, educational credentials, professional licenses, and relevant certifications.

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](#)