

# Accessible Transit Coordinator

**Employment Type:** Permanent

**Competition #:** 26/112

**Compensation:** \$76,780.34 - \$94,499.34 per year

**Closing date:** June 21, 2026, 10:00 PM (MST)

**Work Location:** 235 Carnegie Drive, St. Albert

## About the City of St. Albert

Working at the City of St. Albert means joining a dedicated team that aims to deliver outstanding service to our vibrant community. We pride ourselves on employing a diverse group of employees who each bring unique skills and contribute to delivering exceptional services to our residents. We value collaboration, accountability, respect, and enjoyment in our work each day.

## Job Details

The City of St. Albert is recruiting an individual to join our Public Operations department as an Accessible Transit Coordinator. Reporting to the Transit Operations Supervisor, this position will be responsible for the day-to-day administration and operation of the accessible transit service known as "Handibus". This position ensures safe, reliable, and efficient service delivery, manages eligibility criteria and client applications, maintains the client database, supports service planning and implementation, and monitor and resolves any issues.

## Responsibilities

- Coordinate daily accessible transit operations, including trip bookings, client applications, and maintenance of the client database.
- Support service delivery by resolving issues, monitoring performance, and collaborating with internal teams, contractors, and regional partners.
- Plan and implement service improvements by identifying trends, gathering stakeholder feedback, and promoting new initiatives.
- Develop policies, operational procedures, and service standards that align with applicable legislation and incorporate lessons learned.
- Manage service contracts, including monitoring contractor performance, approving invoices, and supporting budget development.

## Qualifications

- A 2-year diploma in Business Administration, Health Services, Social Services, or a related discipline, combined with 3 years of experience in specialized or public transit, demonstrating knowledge of transit operations, project management, customer service, research, analysis, and report writing; or a bachelor's degree in a related field with at least 1 year of related experience.
- Experience with transit and/or accessible transit scheduling software is preferred.
- Experience working with accessibility communities is preferred.

- Ability to communicate and interact effectively, professionally, and respectfully with residents of varying abilities, those with unique access needs, and their support communities.
- Equivalent combinations of experience and education may be considered.

## Hours of Work

- We offer a compressed bi-weekly work schedule of 72 hours, Monday - Friday, 8:00 – 5:00, with a biweekly regular day off (RDO).
- Benefit from flexible work hours by adjusting your start and end times by 30 or 60 minutes around our core hours of 8 a.m. to 5 p.m.
- This position is occasionally required to participate in public meetings outside the normal work hours, and to be on call to handle emergency situations.

## Compensation

- The salary ranges from \$76,780.34 - \$94,499.34 per year, including a comprehensive benefits package with a flexible spending account, pension plan, and accrued paid vacation starting at 3 weeks per year.
- **Learn more about our benefits here:** [Employee Benefits Booklet](#)
- Candidates not meeting the full qualifications may be considered for a development opportunity at a lower classification and salary.

## Why You Should Work With Us

- Eligible to apply for a Hybrid Remote Work arrangement, with a minimum of 51% of work time spent onsite and the remainder worked remotely. Employees are eligible to participate in this program after 3 months of employment, subject to satisfactory performance.
- You will receive a Flexible Spending Account limit at the beginning of each calendar year (permanent full time \$400).
- Employees can purchase an annual Recreation Access Pass for \$87 + tax, granting unlimited access to Servus Credit Union Place (excluding PLAYcare and registered programs), Fountain Park Recreation Centre, and Grosvenor Outdoor Pool.

## Conditions of Employment

- The successful candidate will be required to provide proof of educational and professional credentials.
- The successful applicant will be required to obtain a clear vulnerable sector police information check.
- Please note that the presence of charges or convictions does not automatically preclude an individual from being considered for employment. All findings will be reviewed and assessed in relation to the responsibilities and requirements of the position.

- A valid Alberta Class 5 Driver's Licence and access to a personal vehicle for business use are required.

### **Application Information**

- If you are interested in this opportunity, please submit a cover letter and resume via our City of St. Albert employment opportunities site [stalbert.ca/employment](https://stalbert.ca/employment). Applications will only be accepted to 10:00 p.m. (Mountain Time Zone) on closing date.
- This competition may be used to fill future vacancies, at the same or lower classification level.

*We thank all applicants for their interest and effort in applying. Only candidates selected for interviews will be contacted.*

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The City of St. Albert is committed to creating and fostering a diverse workforce where all are welcome and we find a common purpose and strength in our differences. All qualified candidates are encouraged to apply, including those from members of groups that are historically or continue to be underrepresented.

*We respectfully acknowledge that we are on Treaty 6 territory, traditional lands of First Nations and Métis peoples. As treaty People, Indigenous and non-Indigenous, we share the responsibility for stewardship of this beautiful land.*