



Position: Relief Transit Supervisor

Competition Number: 2020-IN-EN-52831747-01

Competition posting date: 2020.02.21

Competition closing date: 2020.03.05

Transportation Services Department, Transit Operations Service, Bus and Para Transit Operations Branch
Multiple Relief Positions - 40 hours/week

Affiliation: CUPE 5500

Salary: \$36.446 to \$39.528 per hour (2019 rates of pay)

Location: Transit Service, 1500 St. Laurent

Employment Group: Transportation

Job Summary

Working either on-street with Operators, or in a service monitoring/control capacity in the Control Centre, Transit Supervisors ensure the provision of a safe, reliable, on-time and efficient transit service for transit passengers, while balancing the needs of Transit Operators. When performing "on street" operation responsibilities, the incumbent functionally supervises Bus Operators and within established procedures and guidelines, is responsible for general safety, problem solving, and effectiveness of a work team. When performing "control room" responsibilities the incumbent supports Bus Operators and responds to routine and emergency calls relating to transit operations. Transit Supervisors provide operational/technical assistance to the Superintendents and Acting Superintendents, in Transit Operations.

The incumbent's responsibilities may include some or all of the following:

- promoting/supporting an environment that values and continues to improve upon customer service
- coaching, planning and team-building initiatives with Transit Operators
- responding to vehicular collisions involving Transit vehicles, pedestrian and on-board passenger incidents and handling "site management" procedures, such as writing concise, accurate incident and accident reports
- responding to customer and employee needs
- coordinating the response of internal resources in accordance with prescribed deployment plans, policies, procedures to address issues and problems
- contacting and working in conjunction with City emergency services such as Fire, Police, and Paramedics to respond to urgent events, as required
- monitoring all job related equipment, systems and processes
- maintaining records required by the Section and providing clear, thorough, accurate & concise reports.

Education & Experience

Completion of secondary school (Grade 12) or equivalent.

Minimum five-years experience in a transit operation which at least 3 of those years are as a bus operator.

All Supervisors must have a demonstrated capability to assume the responsibility for leading other employees. All Supervisors must have a demonstrated capability in using computer and communications technology.

*Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.



Language, Certificates & Licenses

- A valid Ontario unrestricted "G" class driver's licence (or provincial equivalent) with no more than 6 demerit points accumulated.
- Valid Standard First Aid Certificate, valid CPR-Level C, and valid AED (defibrillator) must be obtained within 90 days of hire.

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The successful candidates will be required to complete a Police Record Check to the City of Ottawa's satisfaction.

English oral, reading, writing required.

Knowledge

- Extensive knowledge of Transit Operations
- City/Branch/Division policies and procedures affecting Transit Operations, including standard operating procedures, emergency standing orders and control centre procedures
- Federal Workplace Occurrence and Incident Reporting, and Federal Health and Safety regulations
- Transit services and transit routes
- Collective agreements covering ATU 279 (including Operator Spareboard - Rules & Procedures) and CUPE 5500 employees and the principles of supervision in a unionized environment
- Bus equipment and components
- Radio communications protocol and emergency response techniques
- Dispute resolution techniques
- Must possess the training, experience and knowledge to organize the work and its performance
- Must be familiar with all applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the work place, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and City policies and procedures.

Competencies & Skills

- Self-motivated and able to work independently, with minimal direction, and collaboratively with all Transit Services.
- Proven capability in dealing with difficult or confrontational behaviours
- Able to promote positive public relations as a uniformed representative of the City
- Able to coordinate/cover service disruptions, provide functional supervision, leadership, and motivation to others, and manage work quality, scheduling and completion
- Demonstrated ability and willingness to communicate a required course of action to employees and to ensure these actions are taken
- Proven leadership and negotiation skills
- Demonstrated and superior analytical and problem solving skills
- Possess effective listening and speaking skills
- Possess demonstrated assertiveness and self-control
- Proven strong conflict/dispute/crisis resolution skills
- Proven ability to exercise sound judgement and to make authoritative decisions that may have corporate wide impact where time may not permit soliciting advice from more senior staff
- Possess computer literacy in MS Office Suite in a Windows environment, including use of Ozone and the Internet
- Able to use the features of the internal transit radio system (i.e. SCM-COBA) and GPS systems to maintain on-street service
- Able to build and maintain relationships within the first responder community



- Proven ability to demonstrate sensitivity to the needs of all people and cultures
- Proven organizational and time management skills in order to remain calm and deal effectively with multiple demands, conflicting priorities, pressure, and deadlines
- Possess excellent interpersonal, communication, and report writing skills
- Possess neat and legible handwriting
- Able to use portable corporate communications technologies, such as 2-way radio, etc.
- Physically and mentally able to perform the duties of the job
- Able to set/adapt priorities based on a sense of urgency and importance
- Able to communicate clearly and professionally to ensure the accuracy of information received and conveyed
- Able to adapt working style and content of communication to a variety of situations
- Able to build and maintain relationships within the cooperation
- Possess strong data entry, retrieval and keyboarding skills. Keyboarding accuracy and speed are essential

If you are currently logged onto the City network, a copy of the current job description is available by clicking here. If you are not logged onto the City network, a copy of the current job description is available by clicking here, or by contacting the HR Service Centre at 613-580-2424, extension 47411.

*If this opportunity matches your interest and profile, please apply online by using the "**Apply**" button. If this is your first online application, please refer to resources on how to apply for jobs online. If you are having issues applying online, please contact the HR Service Centre at 613-580-2424, extension 47411.*

We thank all candidates for their interest, however, only those selected to continue in the selection process will be contacted.

The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions. The City of Ottawa provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

Accessible formats and communication supports are available upon request. Please contact the HR Service Centre at 613-580-2424, extension 47411.