



TRANSPORTATION SERVICES DEPARTMENT

# Transit Services Operator Recruitment Guide



### Niagara Falls Transit Services - Help Keep Niagara Falls Moving!

*Are you interested in driving a municipal transit bus? Are you a helpful, service-oriented person? Do you enjoy communicating politely and professionally with the public? Does working a flexible schedule motivate you? If you answered yes to these questions, we will train you.*

As a Transit Services Bus Operator you will safely operate a Transit Bus on established routes and time schedules with a varying number of stops along the way. Your responsibilities include:

- A. **Safety** - the safe operation of your bus and the health and well-being of your passengers;
- B. **Customer Service** - responding to customer inquiries concerning transit information, providing a comfortable ride and collection of proper fares;
- C. **Schedule Adherence** - providing reliable and consistent on street service according to publicly advertised schedules.

This career requires attentiveness, good judgment, professional and safe driving habits and an ability to deal with all kinds of people.

### Becoming a Transit Bus Operator

To become a Transit Bus Operator there are a number of items to consider. Take a moment to review the following information carefully to ensure you possess the necessary qualifications and are agreeable to all the working conditions prior to applying for this position. Only those applicants who most closely match the skills and competencies of a Transit Bus Operator will be considered.

Being a Transit Bus Operator can be both rewarding and challenging. The challenges are due to the nature of the job and the seniority based system that determines a Bus Operator's hours of work, vacation and days off. However, Transit Operators enjoy a flexible schedule with steady hours and a top-rate compensation package.

## Work Hours and Shift Information

As a Transit Bus Operator you will be required to work shifts. Shifts may vary from day to day and week to week but will most definitely involve working a "split shift". This means that you may be required to work a total of eight (8) hours over an eleven (11), twelve (12) or twelve and a half (12.5) hour time period. An example of a "split shift" is:

- Report time: 3:05 p.m. - 7:05 p.m.
- Unpaid break
- Report time: 9:45 p.m. - 1:45 a.m.

**The shift work required will have an impact on your personal life.** We recommend that all applicants consider this aspect of the position very seriously before submitting an application.

All shifts and vacation time are signed for based on seniority. Your days off may not be consecutive nor consistent from week to week. You can expect to work evenings, split shifts and not have any time off during peak vacation periods (*June to August; Christmas & New Year's weeks; March Break*) and little opportunity for summer vacations for an extended period of time (approximately 10 years).

New Operators need to be aware that there could be extended periods of time in which you will not be scheduled due to lack of work. These periods include, but are not limited to our lower demand periods from Thanksgiving to Christmas, and from New Years' Day until Victoria Day.

## Availability Expectations and Maintaining Other Employment

Applicants need to be aware that they are expected to provide maximum flexibility and availability to allow for 40 hours a week to be scheduled anytime, 20 hours per day (5:30 am to 1:30 am), 7 days per week, 365 days per year.

Transit Services understands that being a Probationary Operator is part-time work and that as a result, many new Operators maintain other employment.

While Transit Services encourages new Operators to advise the Scheduling/Dispatch office of any other employment they may have, Transit Services will not adjust work assignments to accommodate other employment.

That said, New Operators are entitled to 2 days off per week, and are able to request specific days off using a request form. Management will approve or deny those requests based on our operational requirements. Submitting a request does not guarantee approval of the request.

New operators need to be aware that requesting specific days off may result in them being scheduled for fewer hours, depending on the work scheduled during that week.

## Working Conditions

The following is a description of what the new operator may expect.

- Transit Services operates 7 days a week, 365 days a year. New operators will be required to work weekends and holidays.
- Regular work hours may be available from May to October which is our peak season. During the rest of the year you may be called in as needed, based on seniority. As you gain seniority, you will be eligible to work more hours until you are successful on a permanent job posting.
- New operators will be required to work a variety of split shifts including shifts that are both day/night shifts and days off may not be consecutive or consistent.
- Items such as weather conditions; construction; traffic; difficult passengers and following a set schedule are just some of the challenges that the operator will face on a daily basis.

## A Day in the Life of a Transit Operator

Listed below are typical responsibilities that Transit Bus Operators encounter on a daily basis. Keep in mind that each day is unique so flexibility is required of this job:

- Transport passengers safely according to Transit Services' routes and time schedules; operate assigned Transit vehicles in a safe and comfortable manner in high density traffic and all weather conditions
- Collect proper cash fares and check the validity of transfers and passes and resolve any passenger disputes professionally
- Provide information and assist passengers in a courteous manner
- Maintain orderliness on the vehicle by dealing with problematic individual riders as well as disruptive groups
- Advise Transit Supervisor/Dispatcher when off schedule; for vehicle maintenance issues; and for vehicle or passenger emergencies;
- Fill out accident and/or other reports as required related to any incidences occurring during the shift
- Provide assistance to passengers with language barriers and accessibility needs, and deal with passenger's challenging temperaments.
- Review driver bulletins for detours, service changes, and policy and procedure updates.

**Mandatory Qualifications** are as follows:

- Be legally entitled to work in Canada
- A High School Diploma or equivalent
- Valid Class “G” Ontario Driver’s License, free of any major infractions.
- Driver's Abstract required as part of the application process
- Must have and continue to maintain a good driving record.
- Have a minimum five years driving experience
- Be willing to meet all employment conditions as required by the City including willing to work a variety of shifts, early day, split and afternoon shifts, weekends and statutory holidays.
- Original Police Criminal Record and Judicial Matters check required
- Successfully complete employee suitability and driver competency assessment
- Be capable of meeting the physical demands of the job - such as sitting for prolonged periods of time, using extremity motion such as reaching, gripping, push/pull of steering wheel, twisting and turning of the neck, sensory/perceptual demands along with good concentration.
- Proficiency in oral & written communication skills.

**Preferred Qualifications** are as follows:

- Valid Class “C” Ontario Driver’s License with “Z” air brake endorsement, free of any major infractions.
- Experience driving a bus and current knowledge of the Highway Traffic Act.
- Experience dealing with the public face to face with strong customer service skills. Able to handle stressful situations in a professional manner.
- To be available to work and report to work on short notice.
- Must be willing to wear a uniform and maintain a neat and professional appearance.

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## RECRUITMENT PROCESS

### Stage 1: **Recruitment Guide**

The **Bus Operator Recruitment Guide** can be accessed through the city's website [www.niagarafalls.ca](http://www.niagarafalls.ca) under the **Services** menu and by selecting **Careers & Employment**. Please refer to this Guide for qualifications, recruitment process and working conditions.

### Stage 2: **Apply**

Your cover letter, resume and driver's abstract (pdf format) must be submitted through our web site under the Services menu by selecting **Careers & Employment** by Friday, March 1, 2019.

### Stage 3: **Employee Suitability Assessment**

Selected applicants will complete an Employee Suitability Assessment.

### Stage 4: **First Interview**

Applicants will be selected for an interview based on resume, qualifications, driver's abstract and assessment. The interview will be conducted by an interview panel consisting of a representative from Transit Services Operations and Human Resources.

Two supervisory references will be required.

### Stage 5: **Practical Test and Criminal Record Search Certificate**

The top applicants may complete an on-road practical driving test. The practical test will determine your ability to learn to drive a City bus.

An acceptable Criminal Record Search certificate will be requested at this time.

### Stage 6: **Offer of Employment and Training**

A four week training program will be provided to the top applicants and those who successfully complete the training will be offered employment.