



## POSITION VACANCY

Call Number:	<b>2020 - 24</b>
Position:	<b>Transit Dispatch and Scheduling Supervisor</b>
Type of Vacancy:	Permanent
Work Schedule (hours & days):	Various Shifts/Days (40 hour work week)
2019 Salary Range:	\$79,357 to \$99,196
Date Posted:	March 12, 2020
Closing Date:	<b>March 27, 2020 at 4:30 p.m.</b>

Full details on this position is attached. To apply, please submit your cover letter and resume at [www.niagarafalls.ca](http://www.niagarafalls.ca) (**Careers and Employment**). Applications must be submitted online and will be accepted until 4:30 p.m. on **Friday, March 27, 2020.**

The City of Niagara Falls is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. Upon request, the City will accommodate the accessibility needs of applicants under the Ontario Human Rights Code and *Accessibility for Ontarians with Disabilities Act (AODA)* throughout all stages of the recruitment, selection, and interview process. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position. We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

Human Resources

Attachment

**CITY OF NIAGARA FALLS**

**DRAFT POSITION DESCRIPTION  
Transportation Services**

This description reflects the general details considered necessary to describe the principle functions of the position identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

**POSITION TITLE:** Dispatch and Scheduling Supervisor

**POSITION SUMMARY:** Under the supervision of the Manager of Transit Operations, responsible for the dispatch function, daily on-street shift assignments, payroll reporting and ensures public schedules and service levels are maintained.

**DIVISION:** Transit Services

**RESPONSIBLE TO:** Manager of Transit Operations

**SUPERVISES:** Transportation Systems Specialist

**RESPONSIBLE FOR:**

1. Assign work and vehicles and administer provisions of labor contracts regarding routes and schedules needs, run requirements and other related scheduling items as per Collective Agreement.
2. Respond to and provide daily assistance to Bus Operators as outlined in the Collective Agreement, Corporate Policy and applicable legislation.
3. Administer payroll daily and weekly electronically for process submission. Monitor all absentee records for performance management by management.
4. Responsible for all dispatch communications. Monitor on-street bus activity via radio and contact with Operators, other transit supervisory and dispatch staff. Maintain service availability and schedule adherence/reliability
5. Coordinate response with Transit Supervisors to address vehicular collisions, on-street incidents and passenger complaints, requests or disputes.
6. Utilizes scheduling and transit specific technologies software to develop and maintain fixed route schedules, to produce timetables and driver, supervisor coverage schedules, to collect and analyze performance data and passenger counts.
7. Conducts research and analysis to perform route performance monitoring; including actual running times, ridership, trip loads,

R/C ratios, schedule adherence, bus stop spacing, missed trips, in-service vehicle failures and various service standards to be used in order to improve efficiency and reliability of scheduled services.

8. Responsible for database maintenance, CAD/AVL outputs, farebox data, announcement systems, on-line public schedule maintenance and consult and advise on transit technology. Maintains current technologies through vendor relationships to ensure applications are functioning properly.
9. Provide updates to online transit information (websites, social media and real-time services for the public). Review and oversight of the clarity and consistency of print media and brochures of transit services.

**POSITION REQUIREMENTS:**

Minimum College Diploma in Transportation Planning or Management or related field.

At least three (3) years of transit and parking experience including familiarity with route analysis, on-time performance, sign-up, route and schedule adjustments.

Knowledge of and experience with transit scheduling and farebox software, payroll, the principles, techniques and practices of transit scheduling and implementation; route performance analysis; equipment assignment, applying the terms of pertinent labour or service contracts and transportation service delivery issues.

Advanced proficiency with Microsoft office, with special emphasis on Excel. Microsoft SQL database experience an asset.

Excellent research, analytical and problem solving skills including high level statistical, budgetary and mathematical calculation.

Excellent, clear and effective oral and written customer service and communications skills.

Revised: March 11, 2020