



City of Brandon Job Description			
Job Title:	Transit Customer Service Operator		
Division:	Operational Services Division		
Department:	Transit		
Section:	Transit	Affiliation:	ATU
Reports To:	Manager of Transit Services	Status:	Temporary/Permanent

PURPOSE OF POSITION

To participate as part of a working team that operates transit vehicles to transport passengers over established routes and provides transit related customer service.

TYPICAL DUTIES AND RESPONSIBILITIES

- Transports passengers according to prescribed schedules;
- Ensures passengers submit correct fare, issues and accepts transfers;
- Assists passengers information requests including route information, destination, location and terminal calls;
- Operation of Brandon Access Transit Bus to provide additional service to clients as needed, including assistance entering and exiting the Transit vehicle, securing mobility device, etc.;
- Performs all duties using safe work practices and ensuring work conditions as required by the Workplace Safety and Health Act and City of Brandon safety regulations are met and maintained;
- Collects passenger information and maintains and prepares records required in Transit operations; such records may include those required for statistics, materials, pre-trips, mileage, etc.;
- May be required to learn and perform Dispatcher duties;
- Maintains good public relations through tact and discretion;
- Reports delays, mechanical problems and accidents;
- Works on alternate shifts as directed;
- Requests repairs as required;
- Performs other related duties as required
- Works comfortably with Transit technology including electronic Farebox, Ranger, bus signage, etc.

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

POSITION QUALIFICATIONS

SKILLS

- Demonstrated ability to communicate and interact with the public, management and other staff members in a courteous and efficient manner, and to communicate effectively with people at all levels of comprehension and to answer a variety of enquiries with tact and discretion;
- Demonstrated team building skills including interpersonal, communication, and problem solving;
- Demonstrates skill in the safe and effective operation of transit vehicles.

KNOWLEDGE

- Knowledge of occupational hazards and safety precautions associated with a variety of work activities;
- Applied knowledge of Workplace Safety and Health Act and procedures as they relate to Transit operations.

ABILITIES

- Ability to understand and competently apply the techniques of safe operation of the equipment designated for this classification;
- Capacity to recognize sounds and movements of machinery which may indicate faulty operation;
- Ability to perform medium to very heavy physical work;
- Ability to prepare clear and concise written records, including time and service records, maintain records and handle cash according to established procedures;
- Ability to effectively handle on-site inquiries from the public; or contractors;
- Demonstrated willingness to take appropriate safety precautions;
- Willingness to participate in training and self-development programs.

EDUCATION

- Grade 12, G.E.D., C.A.E.C., or Mature Student High School certification;
- Must possess a valid and subsisting Class 2 Province of Manitoba driver's license;
- Must provide a driver abstract;
- Successful completion of a Criminal Record Check and Vulnerable Sector Verification.

EXPERIENCE

- Minimum of two (2) years experience operating vehicles requiring a Class 2 driver's license;
- Minimum of two (2) years experience providing customer service/working with the public.

NOTE: The qualifications are not intended to limit the opportunities for interested

candidates but provide the candidates with an understanding of the level of expertise required in this position.

WORK CONDITIONS

PHYSICAL CONDITIONS

The duties of the Relief Transit Customer Service Operator are carried out primarily in a transit vehicle travelling throughout the City.

- Operates large equipment (daily)
- Uses hands, arms, shoulders to operate vehicle and lift and carry clients (daily)
- Duties include heavy manual work as well as tasks requiring fine motor skills (daily)
- Work is performed in a transit in all weather conditions, including inclement weather (daily).

PSYCHOLOGICAL/STRESS CONDITIONS

The Relief Transit Customer Service Operator's work load and environment does not generally increase the employee's emotional or stress levels.

- Deadlines or adjustments in duties as a result of changing priorities or weather conditions (frequently)
- Upset customers (occasionally)
- On call to handle emergency situations (occasionally)

WORK CONDITIONS

The Relief Transit Customer Service Operator works independently and in a team environment.

- Work in a shared and consultative manner with other employees (daily)
- Self motivated and quality driven to perform independent duties and facilitate team goals (daily)
- Necessary to work in all types of weather conditions (daily)
- Must be available to work varying shifts and overtime and call outs (occasionally);
- Responsible to the Manager of Transit Services.

NOTE: The conditions described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Department Head: _____

Human Resources: _____

Date: _____