

Hybrid Transit Coordinator

Transportation Services - Transit

Competition # 53

Please apply with a cover letter and resume online at: <https://jobbank.brandon.ca/>

Position Conditions: This is a full-time, permanent position of 40 hours per week. This position will be offered in accordance with conditions identified in the Collective Agreement between the City of Brandon and the Amalgamated Transit Union, Division 1505.

Rate of Pay: \$31.76 per hour (2024 Rate)

Closing Date: 11:59pm on February 25, 2025

This competition will include testing and an interview.

PURPOSE OF POSITION

Coordinates activities related to all public transit services and provides transit related customer service. Participates as part of a working team to ensure passengers are transported safely through a variety of systems. Operates multiple technological advanced software systems and maintains accurate documentation.

TYPICAL DUTIES AND RESPONSIBILITIES

- Work allocation for all transit services, including Access Transit;
- Answer all customer and employee requests and inquiries in a courteous and expedient manner. Refer all other inquiries appropriately;
- Perform duties following safe work practices and ensures safe work conditions are met and maintained;
- Coordinate the collection of confidential information and maintains and prepares records;
- Communicate mechanical problems/repairs and accidents to the appropriate personnel for follow up;
- Communicate and support Operators by relaying concerns, responding to accidents and/or other problems identified in the field;
- Work comfortably with software systems, latest technology and utilizes software to monitor the location of buses and provide information as required;
- Assist with training for new/relief Coordinators;
- Complete and maintain documentation;
- Operate transit vehicles as required;
- Transports passengers according to prescribed schedules;
- Educates passengers related to routes, schedules and fares;
- Works on alternate shifts as required;
- Perform operator, coordinator and transit related duties as required;

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.

EDUCATION & EXPERIENCE

- Grade 12, C.A.E.C, G.E.D. or mature student high school certification, post-secondary education is preferred;
- Class 2 Province of Manitoba driver's license is preferred, although training can be provided;
- Successful completion of a Criminal Record Check and Vulnerable Sector Verification.
- Minimum of two (2) years experience providing customer service/working with the public.
- Minimum of one (1) year experience working as a dispatcher within the transportation field, in a call center or multi-line telephone business setting.

Combination of education and relevant experience will be considered

WORK CONDITIONS

- The Hybrid Transit Coordinator works independently and in a team environment.
- Ability to work all shifts and without scheduled breaks (daily);
- Work in a shared and consultative manner with other employees (daily);
- Wide variety of tasks requiring ability to manage multiple projects and make independent decisions (daily);
- Self motivated and quality driven to perform independent duties and facilitate team goals (daily);
- Availability to work varying shifts, overtime and call outs;
- Responsible to the Manager of Transit Services.

Please contact HR@brandon.ca for a complete job description

The City of Brandon is committed to an inclusive, barrier free environment and will accommodate the needs of applicants under the Accessibility for Manitobans Act (AMA) throughout all stages of the recruitment and selection process. We thank all applicants for their interest; only those advancing in the competition will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you are interested in finding out more about the City of Brandon job opportunities as soon as they are posted, please follow us on Facebook or X!