

# **Transit Customer Service Operator**

## **Transportation Services**

**\*\*More than one position may be filled\*\***

### **Competition #125**

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

**Position Conditions:** This full-time, permanent position of 40 hours per week (including shifts and weekends) 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:**

**Trainee** - \$20.84 per hour (2024 Rate)

**Permanent** - \$28.37 per hour (2024 Rate)

**Closing Date:** 11:59pm on July 10, 2025

This competition will include an interview.

### **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.

## **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.

## **WORK CONDITIONS**

The 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.

Please contact [HR@brandon.ca](mailto: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!*