

## **CITY OF HAMILTON**

### **PUBLIC WORKS DEPARTMENT (TRANSIT DIVISION – OPERATIONS SECTION)**

#### **TRANSIT OPERATOR - ATU 107**

#### **SUMMARY OF DUTIES**

Working under the general supervision of the Superintendent and or Inspector you will play a critical role by establishing the tone for the entire customer service experience as Transit's first point of contact with all customers. Your commitment to delivering a safe and positive commuting experience on every trip, to both new and returning customers, aligns with Hamilton Street Railway's vision of becoming the first choice of commute within the City of Hamilton.

#### **GENERAL DUTIES**

Safely operate transit vehicles on time and in a proper manner including during adverse road and weather conditions on a predesignated route and schedule, work a variety of shifts including nights, weekends, holidays and split shifts.

As the first point of contact, act as an ambassador for HSR in providing unmatched high quality customer service to all transit clients on a daily basis. Maintain a high degree of ethical behaviour and professionalism even under trying circumstances.

Able to apply clear thinking in selecting the best course of action to resolve problems or address conflict.

Ability to withstand or recover from difficult situations.

In carrying out the duties of transit operations, be responsible for the safe and efficient operation of the vehicle, safety of all customers and respect for other users of the road.

Maintain and adhere to designated operational routes & schedules and abide by Highway Traffic Act, Health & Safety Act, Manual of Operations, all other applicable legislation, City policies and procedures.

Responsible for the collection of fares and issuing of transfers while ensuring validity of transfers and passes. Reports and documents all incidents, accidents and injuries immediately. Completes all reports, i.e. accident report, trip report, delay slip, and time checks.

Understand our clients' needs and how our work affects them. Ensure diplomacy and objectivity in interactions with customers. Assist customers in a respectful & courteous manner and provide information regarding transit routes. Remain respectful, empathetic, courteous and polite under all circumstances.

Be proactive and help transit Control by reporting other information and problems impacting transit services, such as route blockages, accident locations, traffic congestion, weather and road conditions.

Perform daily vehicle inspections. Regulate heating, lighting, ventilation etc. Monitor vehicle performance, report any irregularities to Control. Ensure possession of adequate supplies prior to shift, such as Transfers, B.O. card and schedules.

Maintain a very high degree of punctuality and attendance even in adverse weather conditions to support 24 x 7 transit operations.

Work in accordance with the provisions of applicable Health & Safety legislation and all corporate/departmental policies and procedures related to Occupational Health & Safety.

Perform all other duties as assigned from time to time which are directly related to the responsibilities of the position.

### **QUALIFICATIONS**

1. At the time of application, must possess a valid Class 'G' driver's license and a point-free driving record (no demerit points). Candidates must provide a recent copy of a driver abstract upon request. Driver abstracts cannot be older than 14 days upon submission.
2. Strong direct customer service skills as demonstrated through previous work experience. Recent demonstrated experience specifically working with the public, normally acquired through substantial and direct customer service experience to include, empathy, conflict resolution, mediation, negotiation, interpersonal communication and problem solving.
3. Must be capable of obtaining and maintaining a Class "CZ" license per the MTO requirements.
4. Able to work independently and as part of a team in a fast-paced dynamic environment., that includes the ability to meet deadlines, stay alert and pay close attention to ensure the safety of all, multitask, handle distractions, and regulate and adjust own actions to address changing situations.
5. Previous commercial driving experience or transit bus driving experience would be considered a strong asset.
6. Must be capable of meeting and maintaining 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 neck. Ability to wear the required uniform and wear required personal protective equipment and use appropriate safety equipment to complete job tasks in a safe manner.
7. Must be able to work all shifts and variable hours (days, afternoons, evenings and nights) including weekends and statutory holidays.
8. Must be able to work in adverse weather conditions.
9. As a condition of employment, the successful applicant(s) will be required to obtain, satisfactory to the City of Hamilton, a Criminal Record & Judicial Matters (CRJM) check at their own expense prior to beginning work in this position.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**