

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSPORTATION, – TRANSIT OPERATIONS - LOCATION – MOUNTAIN TRANSIT CENTRE – 2200 UPPER JAMES STREET)

INSPECTOR – ATU 107

SUMMARY OF DUTIES

The Inspector is responsible and accountable for supervising transit services to ensure they are provided and maintained in a safe, efficient, and courteous manner. In collaboration with the superintendents, this role performs and works together on a variety of supervisory and administrative duties in operational successes of the transportation division. The Inspector also leads and manages bus operator performance and apprises the next level of management of individual and operational successes and challenges.

DUTIES

- Coaching, mentoring, directing, monitoring, assessing, documenting and communicating with employees about their performance issues and accomplishments.
- Involving and engaging employees in decisions about their work, within policy
- Ensuring good corporate image standards are communicated, demonstrated and role modelled
- Scheduling the workforce by ensuring the assignment and monitoring of daily work; directing vehicle assignments; verifying all work performed; monitoring and reporting attendance accurately; ensuring collective agreement policy and legislation (e.g. ESA) adherence; taking appropriate action to address issues; documenting missed service and causes; ensuring accuracy of time checks and ensuring two way communications with employees
- Hearing employee issues, gathering the facts and viewpoints of all parties, responding and resolving issues fairly while adhering to policy and procedure, reporting issues to next level of management and closing the communications loop with all affected parties
- Fostering new operator success once they have completed their training school curriculum by ensuring operating procedures and training are applied and adhered to; providing performance feedback to employee; coaching and mentoring to improve performance; providing feedback to training department and next level of mgmt; documenting performance and remedial training recommendations; ensuring performance meets expectations or standards and collaborating with the Training department
- Ensuring communication and compliance with all legislation, (e.g. Health and Safety, Highway Traffic Act) City and HSR policies, procedures, plans, mission, vision and values, managing resources assigned and continuously improving to meet or exceed expectations.
- Implementing customer service and outreach initiatives to optimize public relations by educating the public and particularly target audiences; documenting results of outreach initiatives; ensuring diplomacy and objectivity in interactions with customers; understanding who our customer is and how what we do affects them and ensuring compliance with AODA legislation
- Managing incident, accident and emergency response procedures according to policy and procedure which includes: gathering the facts, evidence and viewpoints of all parties and reporting them to next level up; ensuring balanced resolution; completing and filing reports; protecting employees, passengers and public; reporting workplace injuries; closing the communications loop with all affected parties; supporting, monitoring and coaching operator after resolution; maintaining and optimizing service delivery at scene
- Managing and delivering all expected service by determining acceptable and effective parameters for addressing schedule adherence issues; assessing passenger loads; assessing if issues are caused by systemic barriers or individual performance; assessing the need to skip stops or wait; managing road construction areas/detours; monitoring systems; providing support to those at the scene and developing contingency plans as needed

- Maintaining bus operator awareness of all company rules, regulations, service changes, manual of operating instructions and holding employees accountable to performance standards.
- Ensuring that employees are provided with and use appropriate and functioning equipment, material and/or procedures required to perform the assigned duties and that technology is optimized in managing and providing the service
- Ensuring development and training opportunities are provided to employees
- Ensuring successors are developed and ready for next level job

QUALIFICATIONS

1. Basic knowledge of how businesses work in order to facilitate, lead and/or contribute to initiatives and developments in business operations.(e.g. marketing, human resources, management, logistics, cost effective use of resources) **Note:** typically acquired by completing a business focused community college certificate, diploma or university degree and/or related progressive work experience.
2. Demonstrated experience and understanding of transit industry with extensive transit operations experience gained through a minimum of three years Operator/Acting Inspector and or related roles.
3. Some supervisory experience in similar operational/logistics environment would be considered an asset
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5. Sound analytical, investigative/research, judgment, problem solving, planning, organizing and prioritization skills.
6. Effective leadership, facilitation, communication (*written and verbal*), presentation, interpersonal, and influencing skills.
7. Demonstrated ability to consistently achieve established expectations through personal commitment.
8. Experience in identifying and responding to current and future needs of customers and/or the business; and continuously improving to meet or exceed their needs
9. Demonstrates a high level of integrity when dealing with management, peers, staff and the general public.
10. Demonstrated ability to foster team spirit and collaboration within and across teams.
11. Working knowledge and *application* of computer software, Microsoft Office (Excel, Word, Powerpoint)
12. Must possess a valid Class "CZ" Ontario Driver's Licence.

ASSETS:

1. Knowledge of the Health and Safety Act, employment and transportation legislation and regulations.
2. Management experience.

THIS POSITION REQUIRES A VALID CLASS "CZ" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.