

CITY OF HAMILTON**PUBLIC WORKS DEPARTMENT****TRANSPORTATION DIVISION – LOCATION – MOUNTAIN TRANSIT CENTRE – 2200 UPPER JAMES STREET****INSTRUCTOR - ATU 107****SUMMARY OF DUTIES**

Reporting to the Superintendent (Staff Development, Safety Training), promotes a service oriented culture and customer focus within the section. This position is responsible for evaluating Transit training needs, developing, organizing and delivering training programs to new and existing staff within the division to ensure compliance with applicable legislation, regulations, policies, and procedures.

Promotes teamwork and integration between units within Transit, with customers and with other parties participating in cross-functional and cross-program initiatives.

Evaluates and reports on the unit service performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, empowerment and staff development and be results orientated.

Possesses a high level of personal integrity and be an excellent communicator.

RESPONSIBILITIES

You will develop, coordinate, deliver and monitor training programs to ensure service quality, cost effective and timely service delivery and legislative compliance.

The Instructor is accountable to the Superintendent (Staff Development, Safety Training) for ensuring Training Programs are consistent with the City of Hamilton mission, vision, and values

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Trains and evaluates the performance of all new employees in the proper and safe operation of Company vehicles, as well as the application of Company policies, procedures and standards that may be applicable to the employees' respective duties. Provide remedial training to existing employees, as required.

Evaluates employee performance in the proper and safe operation of Company vehicles, delivery of customer service and application of policies and procedures, as required. Provides written reports and recommendations regarding employee performance, as required. Responsible for ensuring that each trainee meets all defined Company and/or legislated standards.

Develop and update training programs to meet or exceed current Ontario Ministry of Transportation (MTO) standards in compliance with the Driver Certification Program (DCP). Prepares and maintains training course outlines and materials to current Company standards. Coordinate training schedules between sections to ensure timely access to employees, vehicles and other training resources. Compiles and maintains training records as required by Ontario Ministry of Transportation regulations or corporate policy and procedure. Design and evaluate employee evaluation forms for training purpose. Maintain employee training files in compliance with MTO DCP standards for audit purposes.

Provides upgrading of employees to necessary licence classifications, in compliance with the MTO DCP program, ensuring program competencies.

Maintains Divisional training database to track training requirements of all divisional positions and the status of training of the staff within the positions (i.e. maintain divisional training matrix, training database, Trapeze)

Develops and delivers travel training programs for clients registered for Specialized Transportation services.

Provides teamwork and integration within Transit, with other divisions, departments and with other parties participating in cross-functional and cross-program initiatives.

Responsible for promotion and application of occupational health and safety for the section in accordance with Municipal and Provincial procedures, guidelines and regulations.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs such other duties from time to time, as may be assigned by the Immediate Supervisor, which are directly related to the normal job function.

QUALIFICATIONS

1. Education related to training normally acquired through the completion of a University or College certification, or a College diploma in Adult Education or a combination of equivalent education and work experience.
2. Previous experience and demonstrate skills related to the duties listed above.
3. Must meet the standards of instructional techniques in order to obtain a "Recognized Signing Authority" (classes "B" through "F") for the Ontario Ministry of Transportation. Signing Authority (SA) eligibility requires compliance with all requirements of the Highway Traffic Act (HTA), no suspensions as a result of having been convicted of an offence under certain HTA sections, or certain Criminal Code Canada (CCC) conviction sections pursuant to certain HTA sections SA requirements. Three (3) consecutive years documented experience immediately prior to application with a BZ licence, zero (0) demerit points. Must have a satisfactory Criminal Record.
4. Must be familiar with the Highway Traffic Act and related procedures.
5. Working knowledge of computer software applications, Microsoft Outlook, Word, Excel, PowerPoint, is required.
6. Possess in-depth knowledge of the duties and responsibilities of Bus Operator, as well as Company rules and regulations, policies and procedures relating to the Operating division.
7. Previous Transit training experience will be an asset.
8. Knowledge of issues and legislation related to transportation of persons with disabilities and Specialized Transportation operations will be an asset.
9. Exceptional client sensitivity skills required.
10. Must possess a valid Class "BZ" Ontario Driver's Licence, with demonstrated extensive vehicle operation in the

Public Transit field.

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

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