CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(TRANSIT DIVISION – ACCESSIBLE TRANSPORTATION SERVICES – LOCATION – MOUNTAIN TRANSIT CENTRE)

SUPERVISOR, ACCESSIBLE TRANSPORTATION SERVICES

SUMMARY OF DUTIES

Reporting to and working closely with the Manager, Accessible Transportation Services, the Supervisor, Accessible Transportation Services (ATS) is responsiblefor the direct daily supervision of unionized ATS customer care staff. Additionally, the Supervisor ensures quality customer service to internal and external customers and adheres to reporting deadlines and records management as required by corporate policies and provincial legislation.

GENERAL DUTIES

Provides day to day supervision to ATS customer care representatives, which includes recruitment, scheduling, deployment, attendance, and performance management.

Responds to complaints and enquiries in a timely and professional manner by investigating, evaluating and implementing solutions while employing tact, empathy and professionalism in dealing with customers with disabilities in a diverse environment that includes multi-racial, multi-ethnic, multi-lingual, and multi-religious families and staff.

Ensures a consistent quality service approach within the work area to ensure the highest level of client satisfaction as well as promote opportunities and alignment with other service channels such as the web, call centre, other departments, governments, agencies and/or stakeholders.

Actively participates in problem resolution for service delivery to meet customer requirements and/or solve customer problems in a respectful, courageous, empathetic, just, and ethical manner.

Ensures consistency of an evidence-based approach among customer care representatives responsible for processing applications for specialized transit and serves as a resource for to support the team on questions of eligibility, consent, privacy and record management.

Develops an annual operational work plan for the unit.

Maintains relationships with key internal and external stakeholders, including local agencies and facilities that provide support to ATS customers.

Responsible for the performance management of ATS customer care staff including motivation and supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations, and appropriate handling of confidential matters. Monitors and evaluates employee performance and provides support and coaching for staff development.

Responsible for the monitoring of attendance. Leads level 1 and 2 ASP meetings. Continues to provide support at level 2 and 3 ASP meetings.

Provides input on the development and evolutions of performance standards ensuring identified outcomes are met.

Develops, recommends and implements performance standards, policies and procedures related to customer service and business processes in the Accessible Transportation Services business office, which promote efficiency and a quality service approach to ensure the highest level of customer satisfaction.

Prepares reports and presentations on activities and results relating to the Accessible Transportation Services business office functions; meets scheduled financial reporting deadlines as set out by corporate policies and

provincial legislation.

Works closely with specialized services contractor operations and scheduling, supervisors and staff, ensuring a seamless process for customers, including in complaint and incident management.

Works closely with corporate finance staff to ensure accuracy of monthly transactions.

Liaises with internal and external technical resources to ensure ATS customer service database software is optimized and functional.

Co-ordinates and prepares reports for City Council related to the functions of the Accessible Transportation Services section.

Participates in the development and implementation of recommended strategies related to the education and promotion of the City's Specialized Transit services and actively works with other customer experience staff who are responsible for promoting Conventional Transit programs and services.

Co-ordinates necessary staff training ensuring compliance to relevant City policy and legislative requirements.

Works in accordance with and ensures that ATS Customer Care Representatives work 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 as well as AODA.

Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

Performs other duties as assigned which are directly related to the responsibilities of the position i.e. research, project coordination, etc.

<u>QUALIFICATIONS</u>

1. Thorough understanding of best practices in administrative and customer service support of persons with both visible and invisible disabilities, normally acquired by the completion of a University degree or Community college diploma in human services, psychology, sociology, disability studies, social services, health career related discipline and/or a combination of academic education and progressive experience in one of these fields.

2. Demonstrated knowledge and understanding of evidence-based decision-making and functional determinations of eligibility for services as they relate to specialized transit.

3. Specialized training/education in supervisory practices and/or experience in a supervisory role in an administrative or similar office environment with demonstrated experience managing a unionized staff in a fast-paced, deadline-driven, customer service environment.

4. Must possess and demonstrate key supervisory attributes including effective leadership, coaching, team building, interpersonal, communication, presentation, confidentiality, organizational, project management, conflict resolution and time management skills as well as a commitment to promote and support team accomplishments within the Accessible Transportation Services office and the broader Transit Division.

5. Excellent knowledge of Microsoft Office programs (Microsoft Outlook, Word, Excel, PowerPoint). Must have knowledge of forms development in both MS Word and Adobe, with understanding of WCAG compliance requirements for online resources. Must have an intermediate knowledge of and experience with Excel, sufficient to manipulate data and create basic reports in presentation format using Excel functionality such as sorting and formatting.

6. Knowledge of Trapeze and Streets software would be considered an asset.

7. Thorough understanding of corporate policies, collective agreements, grievance procedures, mediation, attendance support and management, performance management, and dispute resolution.

8. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the department/ section, including the Accessibility for Ontarians with Disabilities Act and its regulations.

9. Demonstrated knowledge of the Occupational Health and Safety Act and applicable regulations as it relates to this position.

10. Excellent verbal and written communication skills, including the ability to make formal training and program performance presentations.

11. Effective interpersonal skills, especially with customers that may be under considerable stress. Ability to mediate conflict amongst a diverse range of interests and opinions.

12. Previous experience, or an understanding of specialized transit, would be an asset.

13. Extensive experience with performance management of multidisciplinary staff including motivation and supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations, and confidential matters.

14. The ability to work flexible hours to meet operational needs.

15. Valid Class G drivers license and access to a personal vehicle are required for use on the job.

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

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