



Town of Midland – Job Posting

Position Title: Transit Operator(s)
Status: Full Time & On-Call Transit Operator(s) – Non-Union
Department: Operations
Hours: Full Time - 30 Hours / Week, On-Call – Hours vary
Wage Rate: \$ 17.98 / hour

Are you looking for full time work? The Town of Midland is recruiting a Transit Operator. As a Transit Operator, you are the face of the Town's customer service goals. The Transit Operator provides customer service in a safe, courteous and professional manner at all times while operating Town Transit vehicles.



Do you have: a positive attitude, are customer focused, a team player, enjoy interacting with others, able to multitask, calm under pressure take criticism in stride, maintain composure in stressful situations, work well with minimal supervision and comfortable using communication to de-escalate conflicts? Then we have a job for you!

As our ideal candidate, you hold a valid BZ or CZ licence with clean drivers abstract; a Grade 12 diploma or equivalent education with a minimum of 2 – 5 years of related customer service experience. Experience operating a transit bus considered an asset we invite you to review the job requirements, skills needed, physical demands and job qualifications attached.

APPLY IN CONFIDENCE TO:

Human Resources

575 Dominion Avenue, Midland, ON L4R 1R2 Email: hr@midland.ca

Phone: (705)526-4275

Fax: (705)526-9971

The Town of Midland is committed to an inclusive, barrier-free environment. Accommodation will be provided in all steps of the recruiting process. Please advise the Human Resources Department if you require any accommodations to ensure you can participate fully and equally during the recruitment and selection process. The Town of Midland is a scent sensitive environment and we ask all applicants to refrain from wearing scents should they attend our offices.

Note: We thank all applicants that apply and advise that only those to be interviewed will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act 2001*, S.O. 2001, c. 25, and will be used for the purpose of candidate selection.



Position Title: Transit Operator

Position Summary

Reporting to the Operations Supervisor, the Transit Operator provides customer service in a safe, courteous and professional manner at all times while operating Town Transit vehicles.

Duties and Responsibilities

- Operate transit vehicles including large and small buses.
- Provide customer service in a safe, courteous and professional manner at all time.
- Conduct pre and post trip vehicle inspections, safe and defensive driving in accordance with the Highway Traffic Act in heavy traffic and inclement weather conditions.
- Collection of fares using fare box and communicate route information to customers.
- Enforce policies and guidelines, adhere to published schedules and communicate with dispatch via 2-way radio.
- Operate a wheelchair lift when required and secure passengers' wheelchairs to restraining devices to stabilize wheelchairs during trips if required.
- Complete written reports on accidents and incidents in an accurate and timely manner.
- Clean the interior and exterior of the transit daily
- Other duties as may be assigned from time to time

Qualifications and Requirements

- Valid BZ or CZ licence with clean drivers abstract.
- Grade 12 diploma or equivalent education
- Minimum 2 – 5 years of related customer service experience.
- Experience operating a transit bus considered an asset.
- Excellent interpersonal and communication skills to successfully communicate with customers, fellow staff members and to represent the department professionally and courteously in dealing with other colleagues, groups, individuals and the public.
- Proficient with data entry and software applications including MS Office.

Effort/Physical Demands

- Physical demands require prolonged periods of sitting, some standing, walking and lifting.
- Visual attention for detail and health and safety while on the job

Working Conditions

- Must meet physical requirements of sitting for prolonged periods of time, reaching, grasping, pushing/pulling of steering wheel, twisted and turning of neck, sensory/perceptual demands, along with good concentration.
- Regularly exposed to fumes, odours, and moderate noise.
- Driving in inclement weather conditions.
- React and deal with emergency situations as they arise.
- Multi-task and work effectively in stressful situations.
- Knowledge of road/vehicle safety precautions, Town streets, bus routes and route timing with the ability to call out stops as per the AODA.
- Available to work a variety of shifts including days, afternoons, weekends and sometime on short notice.

Typical Working Conditions

Environment	Transit , working outdoors temporarily to provide customer service
Standard work week	See current bus schedule
Shift work required?	Yes
Unusual hours/shifts?	On-Call