

EMPLOYMENT OPPORTUNITY

Serviceperson/Transit Operator

Casual

Transportation Services

Competition No.: 2023-001



www.rdn.bc.ca

SKILLS/EDUCATION

- Grade 12 education with six months prior job-related experience
- Valid Class 2 BC Driver's Licence with Air Brake Endorsement
- Strong interpersonal and communication skills
- Experience in First Aid

APPLICATION DETAILS

Please quote competition 2023-001 and upload a cover letter and resume clearly outlining your education, experience and qualifications as they relate to this position and click to [APPLY](#).

We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted.

ABOUT THE ROLE

The Regional District of Nanaimo is seeking Casual Serviceperson/Transit Operators in the Transportation Services Department.

Transit Operators have a dynamic job as they are exposed to a variety of working conditions and people on a daily basis. Serviceperson/Transit Operators contribute to the effective operation of the Transportation Services department through the safe operation and maintenance of transit vehicles.

Duties include, pre and post-trip vehicle inspections; transporting passengers to designated bus stops along scheduled routes; interacting with passengers and responding to customer inquiries; basic servicing of vehicles; and other related duties as required. Please see attached job description for more information regarding the duties and responsibilities of this exciting opportunity.

QUALIFICATIONS

Qualifications include, a grade 12 education with six (6) months of prior job-related experience, or an equivalent combination of training and experience, and possession of a valid Class 2 BC Driver's Licence with Air Brake Endorsement. Candidates must possess strong interpersonal and communication skills, experience in First Aid, working knowledge of WHMIS regulations and procedures, and knowledge of safe work procedures. Candidates are required to submit an ICBC Driver Factor Report to be reviewed.

POSITION DETAILS

This is a Casual Union Position with varied hours of work including evenings, weekends, and split shifts. The (2023) rate of pay is \$30.63 to \$33.99 per hour, depending on the task performed, plus 9% in lieu of benefits including vacation and statutory holidays.

Please note a Criminal Record Check and the ability to pass a comprehensive medical examination are required as a condition of employment for this position.

Serviceperson/Transit Operator

Transportation and Emergency Services

JOB SUMMARY

The Regional District of Nanaimo (RDN) Serviceperson Transit Operator position contributes to the effective operation of Transportation Services through the safe operation and maintenance of transit vehicles for the purpose of effectively delivering transit service to the public. The Transit Operator demonstrates a customer focused approach when dealing with passengers. This position supports the Transit Department by assisting team members in their duties, as required, to meet service expectations, departmental goals and objectives.

PRIMARY DUTIES AND RESPONSIBILITIES

DRIVING DUTIES:

Inspections

- Responsible for pre-trip inspections of assigned units at the start of each shift and when taking over a bus on the road. Ensures bus is stocked with Rider's Guides.
- Responsible for post-trip bus inspections. When necessary, reports irregularities with motor vehicle performance in the trip inspection book.

Vehicle Operation

- Operates transit vehicles in all weather conditions and most road situations. Abides by traffic regulations, RDN policies and procedures, and other applicable legislation regarding the safe operation of buses and passenger safety.
- Transports passengers to designated bus stops along scheduled routes.
- Ensures arrival at designated stops along routes within specified time frames.
- Report information and problems impacting transit services such as road blockages, traffic congestion, weather and road conditions to Transit Control.

Customer Interactions

- Responsible to validate fares and issue DayPASS/fare products as requested.
- Interacts with passengers in a professional, respectful manner.
- Responds to customer inquiries and complaints as they arise.
- Follow Standard Operating Procedure (SOPs) when dealing with incidents, accidents, and injuries. Immediately report and document.

SERVICEPERSON DUTIES:

Vehicle Servicing

- Responsible for basic servicing of vehicles including re-fueling of equipment, lubrication, checking oil and coolant levels.
- Installs spare tires and wheels as needed.
- Picks up and delivers parts as required.

Vehicle Maintenance

- Washes and cleans vehicles inside and out including the cleaning of "bio-hazard buses".
- Cleans transit garage as required.

- Changes fare boxes after each shift.
- Changes advertising material on a regular basis in accordance with advertising guidelines.
- May operate buses associated with general garage work and completing bus change offs out on the route.

RELATED DUTIES:

- Performs other related duties, as required.

JOB QUALIFICATIONS

Minimum Requirements

- Legally entitled to work in Canada.
- Ability to understand, speak, read, and write English. Strong comprehension skills including the ability to complete forms.
- Clear criminal record check obtained.
- Ability to pass a comprehensive medical exam related to the demands of the position.
- Willing to work a variety of shifts in a 24/7 operational setting. Split shifts are also a possibility.
- High degree of punctuality and attendance to support a 365 days per year transit operation.

Education/Experience

- Grade 12 education with 6 months prior job-related experience or an equivalent combination of training and experience.
- Transit driving experience preferred.
- Previous commercial driving experience an asset. Mechanical aptitude desirable.
- Recent experience directly interacting with the public an asset.
- Possession of a valid Class 2 BC Driver's Licence with an Air Brake Endorsement.
- ICBC Driver Factor Report identifying driving experience and crash history will be reviewed. Preference will be given to applicants with a lower (favorable) driver factor number.

Skills/Abilities

- Strong interpersonal and communication skills; an ability to deal politely, patiently and courteously with the public. Maintains professionalism even in difficult situations.
- Experience in First Aid.
- Working knowledge of WHMIS regulations and procedures.
- Knowledge of safe work procedures.