

## EMPLOYMENT OPPORTUNITY

# Serviceperson/Transit Operator

Casual / External

Transportation Services

Competition No.: 2024-2086



[www.rdn.bc.ca](http://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

To apply for this position, send your cover letter and resume to [rdncareers@rdn.bc.ca](mailto:rdncareers@rdn.bc.ca), clearly highlighting your education, experience, and qualifications relevant to the role. **Please quote 2024-2086 in the subject line of your email to ensure proper processing.**

**Applications will be accepted until:  
4:00 pm, on December 16, 2024.**

*Date posted: November 25, 2024.*

*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.

Serviceperson/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-trip 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.

## 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.

In addition, 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 (2024) rate of pay is \$32.94 to \$34.67 per hour, depending on the task performed, plus 9% in lieu of benefits including vacation and statutory holidays.

*A Criminal Record Check is required as a condition of employment with the Regional District of Nanaimo.*

**Serviceperson/Transit Operator**  
**Transportation Services**  
Pay Band 7

---

**Job Summary**

The Regional District of Nanaimo (RDN) 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**

- Reviews, adheres to, and supports the adherence to safe work procedures in the workplace and generally promotes a safe work environment.

**DRIVING DUTIES:**

Inspections:

- Responsible for pre-trip inspections of assigned bus at the start of each shift and when taking over a bus on the road. Ensures bus is stocked with rider 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 collect correct fares and issue DayPASS as requested. Ensures validity of all passes.
- Interacts with passengers in a professional, respectful manner.
- Responds to customer inquiries and complaints as they arise.
- Follow 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.

---

## Reporting Relationship

Reports to: Superintendent(s), Transit Operations