



# THE CORPORATION OF THE TOWN OF OAKVILLE

## JOB POSTING

Call No.: 22-2873

Position ID: 1130-001

Job Designation: **Supervisor, Transit On Demand Services**  
Department: **Oakville Transit**  
Salary Range: **\$93,386-\$112,110**  
Job Details: **Permanent Full-Time (Non-Union)**  
Posting Status: **Open to all current Town of Oakville employees and external applicants.**  
Closing Date: **Applications for this position must be received at [oakville.ca](https://oakville.ca) by no later than 11:59 pm on November 16, 2022.**

Reporting to the Manager, On Demand Services, this position is responsible for the supervision, planning and scheduling of all resources necessary to carry out activities related to specialized and Home to Hub transit services as well as any future on demand type services. This position is required to take appropriate action to ensure the safety and security of transit personnel, customers and assets in accordance with all policies, procedures, regulations and legislation governing the workplace and the delivery of service.

### **What can I expect to do in this role?**

As a Transit Supervisor, in On Demand Services you will:

- Supervise and oversee the day to day job performance of all staff associated with the delivery of specialized and on demand services to ensure work is performed effectively and efficiently and in accordance with town or departmental standards, levels of service, specifications, policies, procedures and legislated requirements;
- Select, motivate, train, manage and evaluate staff, and schedule work according to priorities and review employee performance on a regular basis and take corrective/disciplinary action as required in accordance with the collective agreements and town/transit policies;
- Respond to, investigate and follow up on inquiries, accidents and complaints. Initiate appropriate action in response to change offs, detours, emergencies, collisions etc.;

- Train and instruct new and existing staff to perform job functions properly and safely ensuring all staff work safely, utilizing required health and safety equipment, personal protective equipment, and protective devices as required;
- Assist the Manager in the development of new on demand services while maintaining a good working knowledge of all conventional routes, schedules and regulations;
- Provide ongoing oversight of customer trip bookings, scheduling and dispatching for demand response services including monitoring and evaluating all processes, systems and procedures to optimize service and ensure appropriate allocation of staff resources;
- Monitor and analyze demand growth rates in order to forecast future demand for service as well as budget and staffing impacts;
- Utilize technology to monitor service delivery and make recommendations for improved deployment of resources.
- Supervise the day-to-day Call Center service delivery by developing and implementing practices and mechanisms that measure and report on objectives related to service level and response time, customer satisfaction, and service quality.
- Evaluate and recommend operating policies and procedures related to the efficient delivery of on demand services. Monitor service relative to demand and capacity; identify opportunities for expansion of service and/or transition to fixed route conventional service;
- Conduct reviews, assessments and audits of on street service delivery by demand response drivers and contracted taxi staff; ensuring compliance with legislation, town and transit policies and procedures;
- Work various shifts (days, evenings, weekends and statutory holidays) covering a seven-day a week operation.

### **How do I qualify?**

Ideally you have completed a three-year college diploma or university degree in business administration or related field coupled with at least 3 years of related experience working in a transit operations environment. Your education is augmented by progressively responsible positions that have resulted in outstanding leadership complemented by a highly developed understanding of transit systems, municipal government and service delivery. Exposure to a call center and/or demand response type of service would be considered an asset. Candidates without the above-noted educational qualifications may be considered if they have at least 7 years' supervisory experience working in a transit operations environment.

You must also have a valid and unrestricted CZ or BZ Licence or you must be capable of obtaining a CZ licence as a condition of your employment, and you have a driving record that demonstrates responsible and safe driving behaviour. You have completed the Fleet Driver Training Course to issue C licences and issue air brake endorsements or you must be capable of successfully completing the course as a condition of employment. A satisfactory criminal record check and vulnerable sector screening check dated within the last 30 days is also a condition of employment.

## Core Knowledge Required for Success:

You are an experienced leader with a comprehensive knowledge of:

- Current and future policies, practices, trends, technology and information relating to safety practices/regulations, and transit operations including scheduling, service adjustment methods, emergency operating procedures coupled with knowledge of transit regulations, town policies and procedures, collective agreement provisions and other relevant guidelines and processes that apply to Transit services.
- Occupational Health and Safety Act, Highway Traffic Act, Ontario Human Rights Code and related orders including disability accommodation and accessibility requirements pertaining to customers and employees; and Accessibility for Ontarians with Disabilities Act and directives as these apply;
- Knowledge of computer applications used to deliver transit on-demand response services, common word processing, spreadsheet, email and database management techniques.

In addition, your experience demonstrates the following supervisor leadership

competencies:

- **Strategic Thinking** – innovating through analysis and ideas
- **Engagement** – mobilizing people, organizations, partners
- **Management excellence** – delivering results through action management, people management and financial & asset management
- **Accountability and Respect** – serving with integrity and respect

Click [Competency Profile](#) to view the competencies for this Manager level

## Corporate Values:

- Teamwork, accountability, confidentiality, dedication, honesty, innovation and respect

We offer:

- A progressive work environment that promotes a work/life balance and strives to be a great place for great people to do great things
- A defined benefit pension plan
- Comprehensive health plan complemented with life and disability insurance

DATED: October 26, 2022

*The successful candidate will be required to submit proof of full vaccination in accordance with the town's COVID-19 Vaccination Policy and Procedure. Accommodation requests for new hires that are unable to get vaccinated against COVID-19 for reasons protected under the Ontario Human Rights Code, must be made in writing to the Human Resources department.*

*This job profile reflects the general requirements necessary to perform the principal functions of the job. This does not include all of the work requirements of the job. Applicants are required to demonstrate through their application and in the interview process that their qualifications match those specified. Applicants may also be required to undergo testing.*

**We thank all applicants and advise that only those selected for an interview will be contacted.**