



THE CORPORATION OF THE TOWN OF OAKVILLE

JOB POSTING

POSITION ID: 8400

CALL NO. 24-3451

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| Job Designation: | Mobility Coordinator – Part-Time |
| Department: | Oakville Transit |
| Job Details: | Three Part-Time (Non-Union) positions available |
| Duration: | Part-time position, up to 24 hours per week. Shifts will be on a rotating basis, which include mornings, evenings and weekends based on business requirements. |
| Salary Range: | \$31.54 - \$38.48 per hour |
| Closing Date: | Applications for this position must be received at oakville.ca no later than 11:59pm on January 31, 2024. |

Reporting to the Supervisor, On Demand Services at Oakville Transit, this position is responsible for assisting both specialized services (care-A-van) and On Demand customers with trip planning and reservations. This includes handling cancellations, no shows, trip modifications, monitoring communications and responding to enquiries and emergency situations, assisting with the creation of daily schedules and adjustments, communicating information and instructions to contracted service providers.

You will be the first point of contact for our application-based specialized transit service. Empathy and patience as well as strong active listening and communication skills are essential to build relationships with diverse customers, family members and staff at adult community programs. Attention to detail is also required to ensure accuracy of reservations.

You have tact and diplomacy and understand the importance of providing a positive customer experience for our diverse clientele. You can work independently and thrive in a fast-paced environment.

Job Responsibilities:

- Accurately record and confirm reservations, scheduling adjustments, cancellations, and no shows.
- Quickly and compassionately respond to any last-minute requests or emergency situations from customers and drivers.
- Develop daily schedules, reconcile customer requests with driver/vehicle resources to optimize service efficiency using specialized scheduling software.
- Use radio dispatch to communicate with drivers for cancellations, changes, problem-solving and special instructions.
- Resolve issues related to service disruptions and no shows with contracted taxi service.
- Process customer applications, create customer profiles and assist with administration of customer correspondence.
- Assist with tracking service performance metrics and producing daily, weekly, and month-end reports as requested.
- Assist with all manner of customer service issues that may arise either by telephone, online or in person from specialized service and on-demand customers, members of the public as well as drivers for Oakville Transit.
- Perform other duties as assigned.

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies.

The Town of Oakville is an equal opportunity employer

Qualifications:

- Minimum two-year College Diploma plus 1-3 years administrative or customer service experience. Equivalent education/experience will also be considered.
- Courses, specialized training, or experience in gerontology/LTC, patient/personal care, accessibility, community/social services, hospitals or help lines would be a strong asset.
- Excellent customer service and interpersonal skills including both verbal and written communication, active listening, and ability to remain calm under pressure while navigating a fast-paced environment.
- Ability to be empathetic, non-judgmental, and supportive to customers and their caregivers.
- Must be able to deal effectively and courteously with the public in person or over the telephone with the patience, skill, and sensitivity to support people with various disabilities.
- Ability to multi-task, apply common sense, and use good judgment, and discretion including protecting the confidentiality of customer information.
- Must be comfortable working in an office environment using typical office technologies including MS Office business applications (e.g. Teams) and open to learning new technologies as we are transitioning to a new scheduling software, electric buses and radio dispatch. Experience with RouteMatch or SpareLabs would be an asset.
- Ability to work well under pressure, possessing superior time management and organizational skills.
- Strong team player but must also work independently with minimal supervision when required.
- The ability to speak multiple languages would be an asset.
- Knowledge of the Town of Oakville, the requirements of the Ontario Human Rights Code (OHRC), the Accessibility for Ontarians with Disabilities Act (AODA), and experience in the transit industry would be considered assets.
- Please note this is a part-time position, up to 24 hours per week.
- Shifts will be on a rotating basis, which include mornings, evenings and weekends based on business requirements. The successful candidate must be comfortable adapting to a changing schedule as the demand from customers dictates service schedules.

DATED: **January 17, 2024**

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.

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Personal information collected from applications and resumes is collected under the authority of the *Municipal Act, 2001*, and will be used to determine qualifications for employment. Questions about this collection of information should be directed to Human Resource Services, 1225 Trafalgar Road, Oakville, Ontario L6H 0H3