

Job Title: Scheduler/Dispatcher

Requisition ID: 2804

Affiliation: Exempt

Position Type: Casual

Number of Openings: 1

Bi-weekly Working Hours: As Required

Division/ Branch: Public Works, Transit Services

Job Location: Fort McMurray

Salary: Competitive Salary

COLA*: Bi-Weekly - \$480

Posted (dd/mm/yyyy):01/06/2024

Closing Date (dd/mm/yyyy): 09/06/2024

Posting Type: Internal and External

*COLA (Cost of Living Allowance) amount listed is based on full-time hours; COLA for casual positions will be prorated based on hours worked.

GENERAL DESCRIPTION:

Under the direction of the Supervisor, Transit Planning, the Scheduler/Dispatcher is responsible for the daily scheduling and dispatching of Conventional and Specialized transit bus services. Provides a supervisory role to bus operators through coordinating and prioritizing their work and ensures the continuous operation of bus services, regardless of the conditions which may affect the delivery of that service. Works in conjunction with other transit staff to ensure the safe and effective delivery of transit services. Reviews and approves of operator time reporting. The incumbent also monitors attendance and addresses operator tardiness, absences, performance concerns and infractions.

Primary responsibilities of this position include:

Employee Development: Assures scheduled drivers arrive on time, leave on time, and are fit for duty. Mentors, coaches, and provides support to employees. Responsible to ensure operators are equipped and dressed appropriately in uniform. Reports incidents to the Transit Supervisor for further investigation.

Service Planning and Delivery: Prepares rosters and assignments for the quarterly operator pick and addressing any necessary changes to ensure optimal service delivery. Responsible for scheduling operators for charter and SMARTbus bookings. Receives customer service complaints and client concerns and works with supervisor to find solutions. Monitors operator schedules and locations. Monitors and evaluates traffic problems, authorizes/assists with route changes and notifies drivers in cases of inclement weather, unsafe operation conditions, road construction, or other unique situations affecting delivery of services. Maintains the daily dispatch log and statistical information such as advance bookings, subscription bookings, cancellations, and no shows. Ensures running boards (paddles) are created for scheduling, estimated quotes are sent to customers, requests for invoicing are prepared, and charter stats are maintained. Confirm all buses have been prepared for next day service. Assists with developing plans for fixed route charter service, including evaluating system performance and making recommendations (including map and graphic display concepts). Conduct route testing and assessment as needed.

Departmental Coordination: Responsible for obtaining, collecting & entering data regarding transit KPI'S/reports, budget planning and expenditure reports to be sent off to the Supervisor for monthly reviews. Maintains the master

run sheets to ensure accuracy of run times, cancellations, no shows and other related Information. Responsible for weekly duties relating to the reconciliation of SMARTbus revenue. Prepares and maintains daily spare-board list and worksheet. Maintains and files reports in database and via emails to Supervisor/Manager for day-to-day operations. Coordinates with Transit Inspectors as required. Respond to the activation of the Municipality's emergency operation center by assisting in the coordination of transportation for emergency personnel, resources, equipment and supplies as needed. Authorized to contact Regional Emergency Services with prescribed information in emergency situations.

SKILLS REQUIREMENTS:

- Knowledge of the transit system, fare structure, specialized bus and accessible low floor transit system, CUPE 1505 Transit Collective Agreement and operational policies and procedures.
- Good knowledge of workplace safety practices and in particular to the transportation of mobility devices.
- Knowledge of radio communication procedures.
- Sound knowledge of the Regional Municipality of Wood Buffalo service area with good knowledge of street names and major landmarks including health, rehabilitation, nursing, and special care facilities.
- Proficient in various software applications (Microsoft Office, Word, Excel, Access, Outlook, and control center software).
- Knowledge of physical and mental disabilities and their effect on personal mobility.
- Working knowledge of wheelchairs and other person mobility devices.
- Strong interpersonal and customer service skills and experience in dealing with public inquiries, knowledge of radio and telephone equipment and control center software.

EDUCATION:

- High School Diploma or GED equivalent is required.
- A Certificate in Business or Office Administration is required.
- An equivalent combination of education and work experience may be considered.
- Valid First Aid/CPR certification is an asset.
- Completion of a defensive driving course is an asset.

EXPERIENCE:

- Three (3) years' experience in office administration including two years' experience in a dispatch and scheduling environment.
- Two (2) years 'experience in a public transit operations environment.
- Experience working in a public-sector environment with unionized and non-unionized employees considered an asset.

OTHER REQUIREMENTS:

- Submission of a Criminal Record Check.
- A valid Class five (5) Operator's Licence is required as incumbent will be required to operate a personal or municipal vehicle for business use on a regular basis.
- A valid Alberta Class Two (2) operator's licence with Q endorsement is an asset.
- Must be willing to work outside in all conditions.
- Ability to work a rotating shift that includes holidays, evening/night shift, and weekends.

SAFETY:

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible and accountable for knowing and working in accordance with the Health and Safety Directive. As per Section 2 of the Occupational

Health and Safety Act, the incumbent shall ensure, while in the employ of the Regional Municipality of Wood Buffalo, the health and safety of employees, contractors, and the public.

To apply: Please visit our website at jobs.rmwb.ca

Current employees must apply through the internal careers site.

We appreciate the interest of all applicants; however, only those individuals selected for interviews will be contacted. Late applications will not be accepted.