

# EMPLOYMENT OPPORTUNITY

## Transit Operations Supervisor, Custom (handyDART)

Permanent Full-Time | External  
Transportation Services  
Competition No.: 2026-1036



### 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 2026-1036 in the subject line of your email to ensure proper processing.**

**Applications will be accepted until:  
4:00 pm, on July 31, 2026.**

Date Posted: July 10, 2026.

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

### CRIMINAL RECORD CHECK

A satisfactory Criminal Record Check including a Vulnerable Sector Check is a condition of employment with the Regional District of Nanaimo.

### ABOUT THE ROLE

The Regional District of Nanaimo is seeking a permanent full-time Transit Operations Supervisor, Custom (handyDART), with Transportation Services.

handyDART is an essential community service that provides accessible, door-to-door transportation for residents who are unable to use conventional transit without assistance. Every day, the service helps people maintain their independence and stay connected to healthcare, shopping, recreation, employment, and their communities. As Transit Operations Supervisor, you will lead and support a team of handyDART Operators while ensuring the safe, reliable, and efficient delivery of this vital service throughout the region.

### QUALIFICATIONS

Qualifications include completion of secondary school diploma (grade 12) or equivalent, supplemented by six months to one year of post-secondary education in a related field such as business, communications, health and safety, or computer applications. Requirements also include three years of prior job-related transit experience, six months of supervisory experience, possession of a valid Class 4 BC Driver's License, or an equivalent combination of training and experience.

### SKILLS & ABILITIES

- Thorough knowledge of Custom Transit, route system and operating policies and procedures.
- Excellent oral and written communication and interpersonal skills.
- Ability to independently resolve problems and effectively work through conflict.
- Efficient in acquiring new technological skills, including applications and systems used in Public Transit.

### POSITION DETAILS

This is a permanent full-time (40 hours per week) Union position with a current schedule of Sunday to Thursday, 8:30 am to 4:30 pm, subject to change based on operational needs. The (2026) rate of pay is \$43.50 to \$45.79. The position offers an attractive benefits package as provided within the collective agreement between the Regional District of Nanaimo and the Canadian Union of Public Employees, Local 401.



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



[rdncareers@rdn.bc.ca](mailto:rdncareers@rdn.bc.ca)

Transit Operations Supervisor, Custom  
(handyDART)

**Transportation Services**

Pay Band 12

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**Job Summary**

Reporting to the Assistant Manager, Transit Operations, the Transit Operations Supervisor, Custom, provides supervision, guidance and support to Custom Transit Operators in their day-to-day duties and responsibilities. This position ensures seamless and efficient service delivery that reflects RDN's goals, adheres to established policies, and complies with the Collective Agreement.

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**Primary Duties and Responsibilities**

- Performs a variety of administrative tasks such as preparing, compiling, and organizing dispatch paperwork and documentation, payroll coordination oversight, and, as directed by the Assistant Manager, Transit Operations, assists with drafting forms, correspondence, and reports.
- Supports management in the effective implementation and monitoring of management guided safety and training strategies and partners with the Transit Training Coordinator to ensure the Custom Transit Operator training requirements are consistently met.
- Coordinates and documents inquiries and complaints from the public regarding the operation of the Transportation system. Escalates to the Assistant Manager, Transit Operations or designate for investigation and response as required.
- Monitors bus, and operator assignment to scheduled runs and vehicle allocation. Monitors all schedules according to routes and operational requirements, reporting variances.
- Supports the Custom Dispatchers in monitoring radio and phone, and other applicable communication systems, as required.
- Monitors routes during emergency alerts or adverse weather conditions; dispatches emergency vehicles, coordinates service calls with Support Services and makes necessary changes to service with minimal delays.
- Provides recommendations to assist the Assistant Manager, Transit Operations, or designate, in the creation of the bus operator schedules, helping to develop new schedules, suggest routing changes and submits recommendations for budget preparation, as required.
- Ensures staff have documented incidents and prepares appropriate RDN and WorkSafeBC reports for approval by Assistant Manager, Transit Operations. Promotes the adherence to proper investigative processes and escalates non-compliance to the Assistant Manager, Transit Operations.
- Escalates circumstances affecting the health and safety of employees within their delegated authority to the Assistant Manager, Transit Operations.
- Provides supervision and support to Custom Transit Operators in the performance of their duties to ensure alignment with RDN objectives and compliance with the Collective Agreement and to foster a culture of accountability.
- Provides coaching, advice, interpretation, and support to Custom Transit Operators, on Transportation Services on policies, procedures, rules, regulations and safety practices of the RDN and BC Transit. Escalates non-compliance and performance management issues to the Assistant Manager, Transit Operations.

# Job Description

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- Provides support, advice, and makes recommendations to the Assistant Manager, Transit Operations and Transportation Services staff on a variety of custom transit issues, including work standards, staffing levels and job performance.
- Assists Transportation Services staff with public outreach programs and represents Transit Operations at community interest group meetings, as required.
- Coordinates vehicle deployment and availability when there is immediate or emergency operational need. This includes when the RDN's Emergency EOC is activated and/or where buses are required to support the EOC functions.
- Supports the coordination of processing any time off or shift change requests for Custom Transit Operators.
- Monitors and Maintains Subscription Trips and Cancellation Programs.
- Coordinates new client registration and assessments, reviews new and existing client access and location accessibility, supports clients with challenges and accommodations, and works with Custom Transit Operators to address client accommodations and location challenges, as required.
- Responds to and monitors data entry of all Custom functionalities and prepares a report on a predetermined schedule to the Assistant Manager, Transit Operations.
- Provides coverage for the Transit Operations Supervisor, Conventional, including all job-related responsibilities, when not scheduled and for absences, as required.
- Reviews, adheres to, and supports the adherence to safe work procedures in the workplace and promotes a safe work environment.
- Performs other related duties, as required.

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## Job Qualifications

### Education/Experience

- Completion of Secondary School Diploma or Equivalent.
- Six (6) months to one (1) year post-secondary education in a related field, such as business, communications, health and safety, computer applications.
- Three (3) years prior job-related transit experience.
- Six (6) months supervisory experience.
- Possession of a valid Class 4 BC Drivers License.
- An equivalent combination of training and experience.

### Skills/Abilities

- Thorough knowledge of Custom Transit, route system and operating policies and procedures.
- Current level 1 first aid certification.
- Working knowledge of WHMIS (2015) regulations and procedures.
- Proven working knowledge of WorkSafeBC regulations.
- Proficient in Microsoft Office Applications, specifically, Microsoft Word, Excel, and Outlook.
- Efficient in acquiring new technological skills, including applications and systems used in Public Transit.
- Excellent oral and written communication and interpersonal skills.
- Ability to independently resolve problems and effectively work through conflict.

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## Reporting Relationship

Reports to: Assistant Manager, Transit Operations