



Halifax Regional Municipality is inviting applications for the permanent position(s) of **Bus Operator(s)** for Halifax Transit. We encourage applications from qualified African Nova Scotians, racially visible persons, women in non-traditional positions, persons with disabilities, Aboriginal persons, and persons of the LGBTQ+ community. HRM encourages applicants to self-identify.

***Note: This position involves several phases of assessments. Due to high volume, email will be the primary means of communication. Candidates are REQUIRED to have a valid email address and it is expected candidates will check their email daily throughout the hiring process. For detailed information regarding each stage of the recruitment process visit our website at [www.halifax.ca/transit](http://www.halifax.ca/transit).***

Bus Operators are responsible for the safe operation of their vehicles and must follow schedule guidelines, sometimes under difficult circumstances. Customer service is a large part of the Bus Operator's daily duties - they must be able to communicate effectively with all passengers and respond to their needs. Bus Operators must constantly monitor their passengers and other drivers, and exercise a great deal of tact and diplomacy. Bus Operators deal with heavy traffic and congested streets, while monitoring fare collection and advising of the Fare Policy, issuing and receiving transfers, and checking passes. Bus Operators must be alert and manage their personal well-being as they can drive long hours with minimum breaks, operate during peak periods with split shifts and must cope with adverse weather, construction and traffic conditions. Bus Operators may be required to participate in emergency management operations as part of the municipality's emergency response.

Halifax Transit services the urban core of the municipality, namely the Halifax, Bedford and Dartmouth areas along with adjacent outlying communities with over 300 buses, over 70 routes, operating close to 24 hours a day, 365 days a year. Our mission is to provide a safe, reliable and sustainable public transit system. Our ridership reflects the diversity of our community, serving customers of all ages, backgrounds, and needs. Halifax Transit is the largest transit system in

Atlantic Canada, carrying over 19 million passengers a year.

#### **DUTIES AND RESPONSIBILITIES:**

- Report to dispatch or start location at the beginning of shift and review operators' notices
- Check and visually inspect vehicle for pre-trip
- Drive vehicle and practice defensive driving techniques while following traffic laws at all times
- Assess and monitor vehicle operating conditions, and report issues
- Greet, acknowledge and assist passengers and the public in a professional and courteous manner
- Monitor fare collection and passenger loads
- Anticipate potential problems, passenger emergencies and respond to medical emergencies
- Monitor the behaviour of passengers to ensure the safety of others and contacts the Communications Centre for assistance as needed
- Board and exit people with special needs. Many busses have wheelchair accessible features, which require Bus Operators to assist passengers on and off the bus by operating ramps and securing wheelchairs.
- Ensure passenger safety and comfort
- Conduct post-operations procedures

#### **QUALIFICATIONS**

##### **Education and Experience:**

- Grade 11 or equivalent education and related experience
- Three (3) years of experience working in a service occupation dealing directly with customers
- Five (5) years of recent driving experience

- A valid driver's license with a safe driving record (no more than 2 demerit points and no more than 1 at-fault accident)
- Completion of a defensive driving course is an asset
- Driving experience in a transit environment is an asset

**Technical / Job Specific Knowledge and Abilities:**

- Be capable of meeting the physical demands of the job such as sitting for prolonged periods of time, reaching, gripping, push/pull of steering wheel, twisting and turning of neck, sensory/perceptual demands along with good concentration
- Be able to demonstrate dependability and reliability
- Have strong problem-solving skills
- Be able to react quickly and remain calm in difficult and stressful situations
- Be able to understand, speak, read, write English in order to learn training materials, communicate effectively with the travelling public, and write reports
- Be able to work variable hours including weekends and statutory holidays

***\*\*Testing will be conducted as a component of the selection process to assess technical and job specific knowledge. Candidates who are selected for testing must attend in person on Saturday, September 28, 2019; testing will be done in a group setting.\*\****

**COMPETENCIES:** Analytical Thinking; Communication; Customer Service; Decision Making; Organization & Planning; Organizational Awareness; Teamwork and Cooperation; Values & Ethics; Valuing Diversity

**HOURS OF WORK:** Hours of work, vacation, and days off are determined by seniority and can impact a new Bus Operator's personal and family life. Below is what you might expect:

- Transit Services available 7 days a week, 365 days a year. Bus Operators will be required to work weekends, both day and night shifts, at times changing from one to the other with little notice.
- Daily work assignments will often be split shifts (example: begin work at 6 a.m. and work to 9 a.m., then another shift on the same day starting at 2 p.m. and working to 6 p.m.).
- Holidays and days off may not be consecutive or consistent.
- As seniority increases, so does your choice of hours and vacation dates.

**SALARY:** Salary and working hours as per the ATU Collective Agreement. Conventional Operator \$20.88 per hour.

**WORK LOCATION:** 200 IIsley Avenue, Dartmouth or 80 Grassy Lake Drive, Halifax

**CONDITIONS OF EMPLOYMENT:** When a candidate is notified of their start date, they are required to screen through: Child Abuse Registry check; Criminal Record check including the Vulnerable Sector; driver's abstract that meets set out criteria; obtain an air brake endorsement; pass the written Nova Scotia Class 2 exam; obtain Standard Emergency First Aid with AED; pass a class pre-hire medical exam and functional abilities testing; successfully pass a 7 week Basic Operator Training program and probation period. Please do not obtain these documents until requested by the Recruiter as some documents have expiration dates.

**CLOSING DATE:** Applications will be received up to midnight on **September 17, 2019**

**Please note:** We thank all applicants for their interest in this position. Only those selected for interview / testing will be contacted.

During the recruitment process, applicants have the right to request accommodation. Applicants invited to participate in an assessment process (such as an interview or testing) and who require accommodation, should discuss their needs with the Recruiter when invited to the assessment process.

Qualified HRM retirees may also be considered for competitions. In these circumstances, a form of employment may be offered, including term and/or contract employment.



**HALIFAX**  
TRANSIT

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