



TRANSIT OPERATOR TRAINING PROGRAM

The St. John's Transportation Commission (Metrobus) is a service quality conscious organization committed to providing enhanced customer services and an efficient transportation system for the residents of St. John's, Mount Pearl and Paradise.

In order to deliver safe and reliable public transportation services, Metrobus usually conducts a Transit Operator Training Program at least once a year to train selected candidates in bus driving, customer service, and operational procedures. This is a competitive process and only those candidates who most closely match the skills and competencies of a Transit Operator are selected to participate in the Training Program. Upon successful completion of the program, individuals are eligible for future employment as Transit Operators.

The current Training Program, which is expected to be scheduled for October of 2022, is three (3) weeks in length and recruitment is now on-going. *It is important for candidates to note that participants do not receive remuneration while participating in the program.*

A CAREER AS A TRANSIT OPERATOR!

In order to help you decide whether a career as a Transit Operator is right for you, take a few moments to consider the following information carefully to ensure you possess the necessary qualifications and are ***agreeable to all the working conditions*** prior to applying for this position.

Working as a Transit Operator:

Our Transit Operators are highly skilled in the operation of transit buses. They receive in-depth driver and customer service training to provide our customers with a comfortable and safe ride in a courteous and friendly atmosphere.

Our Transit Operators operate transit buses on established routes, with definite time schedules in high density traffic and in all weather conditions. The position requires attentiveness, good judgment, safe driving habits, and an ability to deal with a diverse customer base.

Although conditions vary day-to-day, below are some of the essential duties that Transit Operators carry out on a daily basis. They include:

- Starting the regular run on-time and maintaining the schedule at regular checkpoints; transporting passengers safely and ensuring all connections are made;
- Collecting proper fares and checking the validity of transfers/passes;
- Providing information and assisting passengers in a courteous manner;
- Maintaining contact with Dispatch;
- Maintaining orderliness on the bus by dealing with individual riders as well as disruptive groups using related training, skills and techniques;
- Filling out accident, incident and/or other reports as required related to any incidents occurring during the shift.

Working Conditions:

Upon being hired, new Transit Operators are considered Temporary employees. This means that they do not have regularly scheduled shifts and are called for work on an "as needed basis".

New Transit Operators must provide maximum flexibility as they will be required to work a variety of split shifts, day or night shifts and weekend shifts.

Showing up ***on time*** is a condition of employment and a requirement for this occupation.

Issues such as weather conditions, construction, traffic, difficult passengers and following a set schedule are just some of the challenges that the Transit Operator will face on a daily basis.

Transit Operators usually work alone, without direct supervision, which requires a great deal of individual autonomy and responsibility.

As Metrobus' representative to the public, Transit Operators are required to wear a uniform and maintain a professional appearance.

Transit Operators are bargaining unit positions. Therefore, all shifts and vacation time are assigned on the basis of seniority. New Transit Operators can expect to have limited choices as to vacation selections.

Because this type of shift work has an impact on your personal life, we strongly recommend that all applicants consider this aspect of the position very seriously prior to applying.

Qualifications:

All Candidates must:

- Be legally entitled to work in Canada.
- Possess a minimum of a Grade 12 education or equivalent with completion of post secondary course work preferred.
- Possess an ability to understand, speak and write English in order to communicate effectively with the travelling public and to report on incidents involving safety and/or service.
- Have demonstrated skills dealing with the public in a position which requires excellence in interpersonal problem-solving, conflict-resolution and independent action through three years of experience providing customer service.
- Possess a Class 02 permit and 09 air brake endorsement.
- Have a demonstrated driving record indicating safe and responsible vehicle operation over the past 5 years. *A Driver's Abstract is required.*
- Possess a willingness to work a variety of shifts including nights, weekends, holidays and split shifts.
- Must successfully complete pre-employment drug testing and remain compliant with the Metrobus Drug and Alcohol policy.
- Have no criminal convictions for which a pardon has not been granted. *A Certificate of Conduct is required.*

- Be capable of meeting the physical demands of the job - such as sitting for prolonged periods of time, using extremity motion such as reaching, gripping, push/pull of steering wheel, twisting and turning of neck, sensory/perceptual demands along with good concentration, visual acuity of 20/30 and colour vision deemed safe for driving to judge distances, fine finger movements, such as keying data into fare box keypad, etc. *A Class 2 Medical is required.*

Compensation and Benefits:

The following rates of pay for Transit Operators are in accordance with the Collective Agreement between the Amalgamated Transit Union, Local 1462 and the St. John’s Transportation Commission and are effective June 6, 2022*.

	Effective 06-Jun-22 2%	Effective 05-Jun-23 2%	Effective 03-Jun-24 2%	Effective 02-Jun-25 3%
Step 1	\$28.16	\$28.73	\$29.30	\$30.18
Step 2	\$29.81	\$30.41	\$31.02	\$31.95
Step 3	\$31.48	\$32.11	\$32.75	\$33.73
Step 4	\$33.13	\$33.79	\$34.47	\$35.50

*Progression to each subsequent step is based on the completion of 12 months of cumulative service.

To be eligible for participation in the group health, dental and pension plans, employees must complete six months of continuous service with a minimum of 30 hours per week. For new entrants, the group health and dental premiums are cost-shared on a 50/50 basis with the Employer. The group pension is a defined contribution plan with contributions from both the Employer and employee.

Other benefits, terms and conditions of employment are subject to the collective agreement.

We thank all applicants for their interest, but advise that only those qualified to continue with the selection process will be contacted.