



# 2012 Metro Transit Bus Operator Recruitment Guide

*[www.halifax.ca/metrotransit/CareerOpportunities](http://www.halifax.ca/metrotransit/CareerOpportunities)*

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## Recruitment Guide

### ➤ **About the Halifax Regional Municipality (HRM)**

Halifax Regional Municipality (HRM) is culturally and geographically diverse, which gives residents the ability to choose high-density urban, suburban or rural lifestyles. HRM is the commercial, educational, research and technological centre of Atlantic Canada. Six universities, an excellent college system and several leading research institutions make HRM's residents the best educated in Canada.

### ➤ **About Metro Transit**

Metro Transit operates the public transit system for Halifax Regional Municipality, servicing the urban core of the municipality, namely the Halifax, Bedford and Dartmouth areas, along with adjacent outlying communities.

Currently there are over 300 vehicles in the transit fleet, with over 200 low-floor wheelchair accessible buses, operating on 62 fixed-routes, including three Community Transit routes, three express routes operating as MetroLink, which began service in 2005, and a MetroX express route, which was introduced in August 2009.

Metro Transit is the largest transit agency in Atlantic Canada, carrying over 23.7 million passengers a year.

### ➤ **Becoming a Metro Transit Operator – What you should know**

Are you interested in driving a city bus? Do you have a warm, friendly nature and enjoy interacting with the public? Are you a helpful, service-oriented person? If so, Metro Transit may be the right place for you!

As a Metro Transit Operator, you will be driving transit buses on established routes, with definite on-time schedules. You will be driving in high-density traffic and in all weather conditions.

You will be responsible to inform the public of Metro Transit's Fare Policy; responding to customer inquiries and concerns; providing assistance to mobility-impaired persons; liaising with our Communications Centre regarding missed time points, poor road conditions, vehicle maintenance, or passenger emergencies; and ensuring the safety of all passengers.

A Transit Operator must possess good judgment, safe driving habits and an ability to deal with the public on a daily basis.

Please note that this is a competitive process and only those candidates who most closely match the skills and competencies will be selected to participate in the training program.

The successful candidates will be placed in a resource bank until such time that an opening becomes available for the 7-week training program (which can take up to one year).

*Those considering applying to become a Metro Transit Operator are encouraged to review the following information carefully and agree to all the working conditions prior to submitting an application.*

## ➤ **Qualifications:**

Candidates must:

- › Possess a grade 12 (or equivalent education or experience)
- › Hold a valid Class 5 Nova Scotia driver's licence, with a safe driving record (no more than 2 demerit points)  
*Note: If the demerit points on your abstract exceed 2, please contact your local division of Access Nova Scotia and inquire as to if or how you can have these points removed from your licence*
- › Meet the Class 2 medical requirement stated under the Motor Vehicle Act
- › Be legally entitled to work in Canada (i.e. Canadian citizen, landed immigrant or with valid work permit)
- › Are not recorded on **any** Child Abuse Register
- › Five **recent** years of experience driving in high-density city traffic
- › Strong problem-solving skills
- › Three years experience working in a customer service occupation
- › Have the ability to read, write and effectively communicate in English
- › Be capable of meeting the physical demands of an Operator's work, such as sitting for prolonged periods of time, reaching, gripping, push/pulling of the steering wheel, twisting and turning of neck, sensory/perceptual demands, along with good concentration

## ➤ **Responsibilities:**

Responsibilities include:

- › The safe operation of a public transit vehicle
- › Provide reliable and courteous customer service to a diverse community of passengers
- › Contribute to a positive work environment through teamwork, cooperation and respect
- › Effectively respond to a number of on-road challenges, such as severe weather driving conditions, construction & detours, traffic, and difficult passengers
- › Operate a wheelchair lift device, securing mobility-impaired passengers, and assisting passengers using mobility aids, such as walkers
- › Properly complete accident and/or other reports as required

## ➤ **Working Conditions:**

Transit Operators are required to work shifts. These may vary from day to day and week to week, but will certainly include "split shifts". This means that Operators are required to work a total of 8 hours over a 12 hour time period. For example:

- › Report time: 3:05 pm to 7:05 pm
- › Unpaid break
- › Report time: 9:45 pm to 1:45 am

New Operators can expect to work during peak vacation periods and not have vacation during the summer months for an extended period of time.

## ➤ **Hours of Work:**

New Operators must provide maximum flexibility to allow for 40 hours a week to be scheduled anytime, 24 hours a day, 7 days a week, and 365 days a year.

*Shift work will have an impact on your personal life. All applicants must consider this aspect of the position very seriously.*

### ➤ **A Day in the Life of a Metro Transit Operator**

Each day is unique and therefore, flexibility is required. However, a brief glimpse of the life of an operator can be found below:

- › Safely transport passengers on schedule, on specific Metro Transit routes; operate assigned transit vehicles in a safe manner in high density traffic and all weather condition
- › Collect proper fares and check the validity of transfers/passes and resolve any passenger disputes
- › Provide information and assist passengers in a courteous manner
- › Maintain order in the vehicle at all times
- › Communicate with our Communications Centre regarding missed time points, vehicle maintenance or passenger emergencies
- › Complete accident and/or other reports, as required
- › Provide assistance to mobility-impaired passengers
- › Employ problem-solving skills

### ➤ **Recruitment Process**

At each stage of the recruitment process, applicants will be notified of their status via email or phone. Successful completion of all stages will result in a letter advising that you have been successfully placed into a Resource Bank. The number of candidates that will move on to each training class will be determined by the number of vacancies required to be filled by Metro Transit.

Details of the recruitment process may be subject to change.

Please note that testing costs are paid by Metro Transit. However, costs to obtain the Driver's Abstract, Criminal Record/Vulnerable Sector Search certificate, medical testing and the Child Abuse Registry are the candidate's responsibility.

#### *Stage 1 – Application*

- › During the Transit Operator Recruitment Campaign, candidates must visit [www.halifax.ca/hr/jobs](http://www.halifax.ca/hr/jobs) to apply online. **No applications will be accepted at the Metro Transit facility or any other HRM locations**
- › Candidates will be evaluated based on the qualifications outlined in the posting
- › If the candidate has previously submitted an application and résumé for previous recruitment postings, they must re-apply online

#### *Stage 2 – Testing*

##### *- Invitation to test*

- › Only those meeting the **established qualifications** as identified in the job posting will receive an email notification detailing the assigned testing date, time and location

*- Test Day*

- › On test day, the candidate will be required to:
  - show a valid driver's license
  - submit a current Driver's Abstract (showing no more than 2 demerit points **and** dated within 30 days of the testing)
  - provide a letter from the insurance provider for any no fault accidents that may appear on the abstract (if no accidents appear on the abstract, the no fault letter is not required)
  - bring two pencils
- › An information session will be held at the beginning of the testing, providing a detailed overview of the job description
- › Candidates must complete two video tests in order to proceed further in the recruitment process:
  - The driving test simulates the actual operating environment of a transit vehicle (45 minutes)
  - The customer service test includes real-life situations Transit Operators manage on a daily basis (90 minutes)
- › Test responses are multiple choice-based
- › There is no cost to you for the testing
- › The candidate must successfully meet the minimum test scores on both tests in order to continue in the recruitment process

*- Follow up*

- › The successful candidates will be notified via email, with information regarding next steps for the stage 3 interview

*Stage 3 – Additional testing*

- › Applicants will be required to complete an online *P3 Drake Survey*, which will help determine the suitability of the candidate

*Stage 4 - Interview*

- › The interview will be conducted by a panel of representatives from Metro Transit management
- › Candidates must provide two to three work-related references at the beginning of the interview
- › A criminal record check will be required at the time of the interview at the candidates expense

*Stage 5 – Reference Check*

- › Two of the work-related references submitted during the interview will be contacted

*Stage 6 – Conditional Offer of Employment*

- › The hiring manager will review all the candidate's test results, reference checks, criminal record, vulnerable sector and child abuse register search results and P3 Drake results. A decision will be made based on all previous stages of the recruitment process
- › The successful candidate will be notified via email and/or postal mail that they have been placed in a resource bank until such time that they are placed in Metro Transit's Basic Operator Training Program
- › Prior to the training course, the candidate must submit to a medical in relation to the class 2 license and obtain an air brakes endorsement (*Note: This is not required if you already have a Class 1 or 2 license*).
- › All applicants are required to submit a Child Abuse Registry check

### ➤ **Basic Operator Training**

The 7-week Basic Operator Training program consists of both in-class and on-road sessions. Operator Trainees must meet the minimum testing requirements on all examinations to continue. Transit Operator Trainees will be paid on an hourly basis, as per the Amalgamated Transit Union, Local 508 collective agreement.

### ➤ **Full employment with Metro Transit**

The offer of employment is conditional upon:

- › Successfully completing the mandatory 7-week training program
- › Obtaining an air brake endorsement
- › Passing a medical examination, in relation to the Class 2 licence
- › Successfully screening through a Criminal Record Search and not being recorded on **any** Child Abuse Register
- › Submitting a Driver's Abstract containing no more than 2 demerit points
- › Successfully completing the 150 working days probation period

Candidates who do not successfully adhere to the noted conditions will have the offer of employment withdrawn.

### ➤ **Salary & Benefits:**

The Metro Transit Bus Operator is a union position, per the collective agreement:

- › \$23.29 hr. – Conventional Operator
- › \$20.32 hr. – Access-A-Bus and Community Transit Operator
- › Pension & Benefits

### ➤ **How to apply online:**

- › Candidates **must** apply online at [www.halifax.ca/hr/jobs](http://www.halifax.ca/hr/jobs)
- › Click the "apply for this job" button
- › If this is the first time applying for a job with HRM, you will need to create a profile by clicking on the "Join Now" link and completing the registration information – please note that to create a profile, you must have a valid email address
- › If you already have a profile, enter your username and password
- › Follow the instructions to create, download or cut and paste your cover letter and résumé
- › Complete the questionnaire that appears once you have submitted your online résumé
- › You will be contacted via email when your résumé and questionnaire have been received
- › Only those applicants who meet our selection criteria will be contacted
- › If you have technical difficulties applying online, please click on the 'Need Help' button of the posting for instructions
- › Please ensure to refer to the FAQs/HELP button on [www.halifax.ca/hr/jobs](http://www.halifax.ca/hr/jobs) for detailed information on ensuring your workstation is set up properly to apply online