



2012 Metro Transit Bus Operator

Frequently Asked Questions (FAQs)

www.halifax.ca/metrotransit/CareerOpportunities

Revised January 2012



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»» What qualifications do I need in order to become a Transit Operator?

- Possess a Grade 12 (or equivalent education and/or experience)
- Three (3) years of experience working in a service occupation dealing directly with customers
- A valid driver's license with a safe driving record (no more than 2 demerit points and no more than 1 at-fault accident)
- Five (5) years of **RECENT** experience driving in high-density city traffic
- 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
- Must pass a medical examination conducted by a Service Provider of the Employer's choice
- Must be able to demonstrate dependability and reliability
- Must have strong problem-solving skills
- Must be able to effectively learn new routes and schedules
- Must be able to react quickly and remain calm in difficult and stressful situations
- Be legally entitled to work in Canada (i.e. a Canadian citizen, landed immigrant or valid work permit.
- Must be able to understand, speak, read, write English in order to learn the training materials, communicate effectively with the travelling public, and write reports on incidents involving safety.
- Must successfully screen through a Child Abuse Registry Check, Criminal Record Check and Vulnerable Sector Search. The applicant must have no criminal record for which a pardon has not been granted.

»» How do I obtain the Driver's Abstract?

The Driver's Abstract can be obtained through Access Nova Scotia, at the cost of \$17.13. You are responsible for this cost.

»» Can I submit a photocopy of my Criminal Records Check, Vulnerable Sector search and Driver's Abstract?

No. You must submit the original documents.

»» How do I obtain a Criminal Record check and Vulnerable Sector search?

You must request the Criminal Record Search certificate in person to either your local RCMP or Halifax Regional Police detachments at the cost of approximately \$50. Please note that it can take up a minimum of to 7 to 10 days to obtain your records. You are responsible for this cost.

Note: This position requires that candidates have no criminal record for which a pardon has not been granted.

»» How do I obtain a Child Abuse Registry check?

Metro Transit will provide you with the Child Abuse Registry 'Consent to Disclosure of Information' form B2 once they have passed all stages of the recruitment process and have been placed into the Resource Bank. The candidate is required to provide a copy of their driver's license or health card and Metro Transit then applies to the Province of Nova Scotia for the search to be conducted.

»» How often does HRM recruit for Transit Operators?

Generally, a recruitment campaign is held every 1 to 2 years.

» **How will I know when HRM is recruiting Transit Operators?**

Our website <http://www.halifax.ca/metrotransit/CareerOpportunities.html> will announce when a recruitment for Bus Operators has commenced.

» **Where can I find out more about what is involved in being a Metro Transit Bus Operator?**

Approximately one (1) month prior to the commencement of Bus Operator recruitment, Metro Transit will hold various information sessions throughout HRM. Please watch our website at <http://www.halifax.ca/metrotransit/CareerOpportunities.html> and your local newspaper for dates, times and locations.

» **Can I apply at any time?**

No. We only accept **online** applications **during** the recruitment period.

» **What are the steps involved in the hiring process?**

For detailed information, please refer to the '**Metro Transit Bus Operator Recruitment Guide**' on our website:

Stage 1 – Application

Stage 2 – Invitation to test, testing, and follow up

Stage 3 – Interview

Stage 4 – Reference check

Stage 5 – Placement in Resource Bank

Stage 6 – Conditional offer of employment

» **What is the minimum age requirement?**

While there is no specific age requirement to be a Transit Operator, **the candidate must have at least 5 years of recent driving experience.**

» **How long does the recruitment process take?**

It usually takes **3 to 6 months** to complete the recruitment process. Successful applicants are then placed in a resource bank and are hired from that bank as required. The hiring needs of Metro Transit fluctuate and are dependent on factors such as retirements, new service, legislation, funding, etc.

» **Will I be notified when my application is received? And how often should I expect to hear from the recruitment personnel?**

Once applications are screened, we will notify all candidates as to whether or not they will proceed. We screened, we will notify all candidates as to whether or not they will proceed. We will continue to communicate to candidates via email as we continue through the recruitment process. We will Communicate to candidates via the email address you provide in your job application. **Note: It is imperative for candidates to check their email often (including your junk mail).**

» **Where can I find information on becoming eligible for employment in Canada?**

You may contact the Government of Canada's Citizenship and Immigration Centre at www.canadainternational.gc.ca

» **I did not complete a High School Diploma. What do you accept as a suitable equivalent?**

We will accept a High School Equivalency Diploma (i.e. GED). For information on High School equivalency programs, please contact the Department of Education (in Nova Scotia: 902-424-5168).

» **I did not complete a High School Diploma nor do I have a GED. Can I still apply?**

Yes. Each application is evaluated on its own merits (i.e. life and work experiences combined with education).

» **I do not live in Nova Scotia, do I have to transfer to a Nova Scotia license prior to my training start date?**

Yes.

» **What does the medical examination consist of?**

The medical examination tests functional abilities (physical demands of the job) as outlined in the job posting and other health related testing not limited to the requirements to obtain a Class 2 license through Access Nova Scotia. Candidates will be provided with service provider contact information to set up an appointment when they reach Stage 6 of the recruitment process and are provided with a conditional offer of employment.

» **What kind of questions will be asked in the Board Interview?**

The interview will include a variety of types of questions: situational, knowledge, and behavioural. The knowledge questions will require specific facts for answers. The situational and behavioural questions will ask you to describe events that demonstrate how you dealt with a particular situation.

When a candidate is invited for an interview, they are provided with a 'Helpful Tips for Interviews' document which will assist them in preparing.

» **What is the level of pay for an entry level transit Operator?**

Transit Operator pay levels, as per the collective agreement in 2011 are:

- starting at \$23.29 hr. for Conventional Operators
- \$22.00 hr. for Access-A-Bus and Community Transit Operators

Pension & Benefits are also provided.

» **Is the Transit Operator position a union position?**

Yes, Transit Operators are member of the Amalgamated Transit Union, Local 508.

» **What can I expect as a Transit Operator?**

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.

» Will I work shifts as a Transit Operator?

Yes. 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

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

» What is the 7-week training period like?

The 7-week Basic Operator Training program consists of both in-class and day and night 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.

» What is a Resource Bank?

The Resource Bank is a list of bus operator candidates who have made it to Stage 5 of the Recruitment Process and are waiting for a training start date. Candidates are hired from the Resource Bank as bus positions are required to be filled as a result of retirements, terminations, new service, etc.. Candidates are hired based on their score in the customer service test (highest to lowest) and will remain in the Resource Bank until such time that an opening becomes available (this can take up to 1 year). Candidates will not be told what they have scored on their tests.

» How often can I check on my status (where I currently stand in the list) in Resource Bank?

You may check on your status no more than every three months. Calling more frequently does not move you up in the Resource Bank.

» How do I apply online:

Candidates **must** apply online at www.halifax.ca/hr/jobs

- Click the "apply for this job" button

Note: 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 for detailed information on ensuring your workstation is set up properly to apply online.