



2012
Metro Transit Bus Operator
Recruitment Guide

www.halifax.ca/metrotransit/CareerOpportunities

Revised January 2012



➤ **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 61 fixed-routes, three (3) Community Transit routes, three (3) express routes operating as MetroLink, and a MetroX express route.

Metro Transit is the largest transit system in Atlantic Canada, carrying over 24.5 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 driver's license and have a safe driving record (no more than 2 demerit points and no more than one (1) at-fault accident.
- » *Note: If the demerit points on your abstract exceed 2, please contact your local division of Access Nova Scotia and inquire as to if and/or how you can have these points removed from your licence.*
- » Pass a medical examination conducted by a service provider of the Employer's choice
- » Be legally entitled to work in Canada (i.e. Canadian citizen, landed immigrant or with valid work permit)
- » Successfully screen through Child Abuse Registry check, Criminal Record check and Vulnerable Sector search. Applicants must have no criminal record for which a pardon has not been granted.
- » Five (5) **recent** years of experience driving in high-density city traffic
- » Strong problem-solving skills
- » Three (3) years of experience working in a customer service occupation dealing directly with customers
- » Have the ability to understand, read, write, speak English in order to learn the training materials, communicate effectively with the travelling public, and write reports on incidents involving safety.
- » 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
- » Be able to demonstrate dependability and reliability
- » Be able to react quickly and remain calm in difficult and stressful situations
- » Have the ability to effectively learn new routes and schedules

► **Responsibilities:**

Responsibilities include:

- » The safe operation of a public transit vehicle › Provide reliable and courteous customer service to a diverse community of passengers, HRM citizens and visitors
- » Contribute to a positive work environment through teamwork, cooperation and respect
- » Navigate a variety of transit vehicles through various transit routes
- » 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

► **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.

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.

New Operators can expect to work weekends, work both day and night shifts; at times changing from one to the other with little notice.

Holidays and days off may not be consecutive or consistent.

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

»Working Conditions:

Dealing with difficult situations and following a set schedule are just some of the challenges that the Bus Operator will face on a daily basis.

Transit Operators drive transit vehicles day or night in all types of weather conditions such as ice, snow, heavy rain, fog, etc. They must manoeuvre large buses through narrow streets encountering construction and detours and dense traffic at times.

»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 conditions
- »Advise of proper fares when required, check the validity of transfers/passes and attempt to 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

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. Our website will also announce when recruitment for Bus Operators has commenced.

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.

Costs to obtain the Driver's Abstract, Criminal Record/Vulnerable Sector Search certificate, and medical testing are the candidate's responsibility.

Stage 1 – Application

✓During the Transit Operator Recruitment Campaign, candidates must visit 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 job posting

✓If the candidate has previously submitted an application and résumé for previous recruitment postings, they must reapply 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 no more than one at fault accident – **Abstract must be 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

Note: We do not require a letter if there are not any fault accidents appear on the abstract.

- Bring two (2) pencils

✓ An information session will be held at the beginning of the testing to outline test requirements and to answer any questions

✓ Candidates must complete and pass two (2) video tests in order to proceed further in the recruitment process:

- The customer service test simulates the actual operating environment of a transit vehicle (90 minutes)

- The driving test includes real-life situations Transit Operators manage on a daily basis (45 minutes)

✓ Test responses are multiple choice-based

✓ The candidate must successfully meet the minimum test scores on both tests in order to continue on 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 – Interview

The interview will be conducted by a panel of representatives from Metro Transit management.

✓ Candidates must provide two work-related references at the beginning of the interview. Note: For those who are self-employed, references from regular customers, suppliers, etc. are required.

✓ A Criminal Record Check and Vulnerable Sector search certificate is required at the time of the interview at the candidate's expense

Stage 4 – Reference Check

The work-related references submitted during the interview will be contacted.

Stage 5 – Placement in Resource Bank

✓ The hiring manager will review all the candidate's test results, reference checks, criminal record, vulnerable sector and child abuse register search. A decision will be made based on all previous stages of the recruitment process

✓ The successful candidate will be notified via email that they will be placed in the Resource Bank to wait until a vacancy is identified. At this time candidates will be asked to submit to a Child Abuse Registry check.

✓ While in the Resource Bank and **prior to the training course**, the candidate:

- Must obtain an air brakes endorsement through Access Nova Scotia.

- Will be provided with a website link to a voluntary pre-employment education program

Stage 5 – Conditional Offer of Employment

When Bus Operator position vacancies are required to be filled using the Resource Bank:

✓ The hiring manager will select applicants in the order of the customer service test scores (highest to

lowest)

✓ Approximately one (1) month in advance, candidates will be contacted via email with an Offer Letter and a list of 'Things to Do' prior to their start date.

NOTE: Prior to the Basic Operator Training start date indicated on the Offer Letter, the applicant will be required to:

- complete and pass a medical examination conducted by a service provider of the Employer's choice
- complete and pass the Class 2 written examination through Access Nova Scotia

➤ **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 the medical examination
- » Passing the Class 2 written examination
- » Successfully screening through a Criminal Record Search and not being recorded on **any** Child Abuse Registry
- » Submitting a Driver's Abstract containing no more than 2 demerit points and no more than 1 at-fault accident
- » 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:

2010 Starting Rate:	\$23.29 hr. – Conventional Operator
2011 Rate:	\$22.00 hr. – Access-A-Bus and Community Transit Operator
	Pension & Benefits

○ **How to 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.

If you are still experiencing issues with the webpage, try the following:

How to Enable 'Cookies' on Internet Explorer

- 1.Open: Internet Explorer
- 2.Click: Tools
- 3.Click: Internet Options
- 4.Click: Privacy Tab
- 5.Click: Advanced (within the Privacy Tab)
- 6.Check: Override automatic cookie handling (should be a checkmark in this box)
- 7.Accept: First Party Cookies (should be a black dot showing)
- 8.Accept: Third Party Cookies (should be a black dot showing)
- 9.Click: OK
- 10.Click: OK