

Position Identification

Position Title	Attendance Support Coordinator		
Position Replaces	Attendance Coordinator		
Position Level	Employee	Position Code	1784
Pay Band	Exempt Band 2	Revision Date	Aug-26
Supervisor Title	Director, People and Culture	Sup. Position Code	1075
Additional Requirement	CRC	N/A	
Exclusion Rationale	On File	On-Site Requirement	5 days/ week
Division	People & Culture		

Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

Our Mission: Delivering transportation services you can rely on

Department Summary

People are the heart and soul of BC Transit, P&C Exists to champion humanity, equity, and passion, one interaction at a time. What we do matters.

Committed to fostering mutually beneficial relationships founded upon collaborative approaches to negotiations, conflict resolution, and Collective Agreement interpretation and administration. Through proactive engagement, effective communication, fair treatment, and adherence to labour standards, we aim to create an environment that supports the interests of employees and the organization.

Job Overview

Reporting to the Director, People and Culture, the Attendance Support Coordinator provides centralized and consistent administrative support for the Victoria Regional Transit System (VRTS) Attendance Management program. The role supports Operations People Leaders and People and Culture in coordinating attendance-related processes, maintaining accurate records, monitoring attendance information, and preparing documentation and reports to support fair, timely, and consistent program administration.

Key Accountabilities and Expectations

Key Accountability	Expectation
Program Administration & Support	• Partners with People and Culture and Operational Managers to coordinate administrative support for the VRTS Attendance Management Program, including scheduling and attending program meetings with People Leaders and employees • Tracks employee's status in the Attendance Management Program, including continued participation or successful exit • Reviews attendance information, including daily absences, and quarterly attendance reports, monitors participation, trends, and identifies patterns requiring follow-up • Prepares and maintains program documentation, including meeting notes, updates to operations files, tracking records, summaries, statistics and reports • Supports the consistent application of attendance policies, procedures, collective agreements and legislative requirements in coordination with People & Culture and Operational Managers • Supports Operations by maintaining records for Operators requiring equipment modifications; reviewing records prior to each sign-up and requesting updated medical documentation as required • Supports the identification of alternate or modified work opportunities for Unifor employees • Supports applicable accident investigations, including EIIR processes, participating when necessary and providing related administrative or documentation support • In coordination with People & Culture supports the Stay on Onboard program • Identifies opportunities to improve the consistency and effectiveness of attendance-related processes, including recommending changes to procedures, policies, or collective agreement language to address operational gaps, reduce ambiguity, and support consistent program administration • Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	• Post secondary diplomain Business Administration, Human Resources, Disability Management or a related field
Experience	• Three (3) years of related experience in a fast-paced administrative environment, preferably in a unionized environment • Experience with WorkSafeBC policies and procedures is an asset • Knowledge of collective agreements, employment, human rights, attendance management practices, information and privacy legislations is an asset • Experience with data analysis, dashboard development, and generating reports using tools such as Excel, Power BI, or equivalentAn equivalent combination of education and experience may be considered
Key job-specific competencies	• Demonstrated ability to analyze data, identify trends or anomalies, and create clear, actionable reports and dashboards for operational or leadership use • Proficiency in Microsoft Office Suite, with advanced skills in Excel (e.g., formulas, pivot tables, charts) and familiarity with SharePoint and PowerPoint • Analytical skills to identify and assess attendance trends and issues, and to prepare statistical summaries and reports • Effective communication skills, sound judgment, initiative, and effective problem-solving abilities • Effective people skills, including demonstrating understanding, thoughtfulness, and empathy • Demonstrated ability to manage multiple tasks, organize, and prioritize work, and meet deadlines while maintaining accuracy in a fast-paced environment
Willingness Statement	• Position working schedule is Tuesday – Saturday; hours may be adjusted on a frequent basis based on operational requirements. • E.g., Tues – Sat 08:00 a.m. – 4:00 p.m. or 10:00 a.m. – 6:00 p.m.