


Position Identification			
Position Title	Operations Assistant		
Position Replaces	N/A		
Position Level	Employee	Position Code	1101
Pay Group	Group 8	Revision Date	Sep-22
Supervisor Title	Director, Victoria Service Delivery	Sup. Position Code	1951
Additional Requirement	CRC	N/A	
Division	Operations	Flexible Work Arrangement	N/A

## 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

The Victoria Regional Transit System (VRTS) is responsible for the delivery of transit service within Victoria. The VRTS operates 24/7 and 365 days per year with the main objective of ensuring safe, reliable and a customer centric service that consistently meets expectations.

## Job Overview

Reporting to the Director, Victoria Service Delivery, or designate, coordinates the schedules and appointments of the six Operator Support Manager responsible for over 525 employees within the business units of Transit Operators. Recommends, prioritizes, and schedules interventions and interviews required by Operator Support Manager and the General Manager, VRTS related to the file management, performance and attendance of these employees.

## Key Accountabilities and Expectations

Key Accountability	Expectation
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Composing, keying and distributing a variety of correspondence from verbal instructions or rough draft, including memos, letters, notices, and reports for the Operator Support Managers, Director, Victoria Service Delivery and/or General Manager, VRTS;</li> <li>• Gathers and documents call in delivery and meeting status, expediting when necessary</li> <li>• Runs daily attendance report for Operator Support Managers Preparing staff reports, performance monitoring documentation, commendations and other letters for Operator Support Managers, Director, Victoria Service Delivery and/or General Manager, VRTS signature</li> <li>• Maintains and conducts daily updates to two large software databases for all Victoria Transit Operators for statistical reporting purposes. Responds to telephone inquiries by Operators, resolves low level, high volume, Operator concerns or complaints or refers them as required by prioritizing and coordinating Operator appointments for Operator Support Managers and Unifor representatives</li> <li>• Arranges various staff and committee meetings, including meeting rooms and refreshments as required</li> <li>• Establishes and maintains digital departmental filing processes, including Operators' individual files regarding attendance, department and driving records as well as departmental administrative files; receiving and distributing departmental mail;</li> <li>• Receives and sorts weekly inventory of Operator uniforms, delivering as needed to Operator depot of origin, provides all assistance, adjustments and return of Operator uniform orders with external stakeholder</li> <li>• Develops weekly and monthly Service Delivery performance dashboards and infographics that are presented to Victoria Operations Leadership</li> <li>• Maintains, assigns, and updates Operator Support Managers direct reports roster</li> <li>• Distributes Ride Checks and Retraining Refamiliarization Reports from Safety and Training to assigned Operator Support Managers</li> <li>• Processes various reimbursements for Operators and Logistics according to Finance procedure and formatting</li> </ul>
<b>Stakeholder Relations</b>	<ul style="list-style-type: none"> <li>• Liaise with Logistics to arrange Operator book-offs, and recording, preparing and distributing minutes</li> <li>• Composes and posts "Notice to Operator" information as required by various BC Transit departments in physical format, digital format on BC Transit Hub utilizing Oracle, and also on digital Operator</li> </ul>

	<p>notice screens utilizing Rise Vision programming. Maintains a record of all old notices for later research or review</p> <ul style="list-style-type: none"> <li>• Delivers call in notices on behalf of Operator Support Managers to Operators via telephone according to Unifor contractual agreement and stipulations</li> <li>• Coordinates call in meetings with Operator Support Managers, Unifor Representatives and Operators according to depot, shift schedules, and availability of all attendees</li> <li>• Coordinating appointments and interviews for Operator Support Manager and/or Director, Victoria Service Delivery; according to direct report roster system</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Undertakes occasional projects related to departmental requirements or special events.</li> <li>• Performs related duties in keeping with the purpose and accountabilities of the job</li> </ul>

<b>Summary of Qualifications and Job Specific Competencies</b>	
<b>Education</b>	<ul style="list-style-type: none"> <li>• Post secondary diploma in Business Administration or a related field.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Two years related experience in administrative capacity</li> <li>• An equivalent combination of education and experience may be considered</li> </ul>
<b>Key job-specific competencies</b>	<ul style="list-style-type: none"> <li>• Knowledge of the practices and techniques of office administration; experience in public transportation or fleet operations would be considered an asset</li> <li>• Communication and interpersonal skills to build and maintain effective internal and external customer relationships</li> <li>• Problem solving and decision making skills to identify and coordinate changing priorities</li> <li>• Proficiency in typical office software and applications including Microsoft Office; ability to learn new programs</li> </ul>