


Position Identification			 <small>MOVEMENT OF UNITED PROFESSIONALS</small>
Position Title	Transit Dispatcher		
Position Replaces	N/A		
Position Level	Employee	Position Code	1102
Pay Group	Group 10	Revision Date	Dec-23
Supervisor Title	Manager, Operations Planning and Support	Sup. Position Code	1316
Additional Requirement	CRC	Shift Work	
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

BC Transit's Transit Dispatching Department is essential to the smooth operation of our transit services, focusing on the seamless assignment of operators and buses to scheduled routes. Our team is responsible for managing operator absences by utilizing the spareboard system, ensuring that all shifts are adequately covered. We assign operators to specific bus blocks, coordinate change-offs, and oversee the accurate recording of operator pay.

By maintaining clear communication with operators, scheduling staff, and other internal departments, our team ensures that service runs as smoothly as possible, with minimal disruption to the public. We continually analyze operational data and feedback to identify areas for improvement, allowing us to make informed, data-driven recommendations that enhance service efficiency and accuracy.

Through these efforts, the Transit Dispatching Department plays a pivotal role in optimizing operational workflow, ensuring the consistency of service delivery, and supporting the overall performance of BC Transit.

Job Overview

Reporting to the Manager, Operational Planning and Support, the Transit Dispatchers work within the Operations Department to ensure that the required operational protocols are met daily,

weekly, and monthly. Transit Dispatchers provide support to our transit operators when they begin and end their shift, making sure that buses begin their runs on-time, maximizing reliability for our passengers. They also help operators in clarifying their individual and unique job assignments, as well as updating different software systems ensuring all work times and other events are recorded properly so that operators are paid appropriately.

Key Accountabilities and Expectations

Key Accountability	Expectation
Service Delivery	<ul style="list-style-type: none"> Responsible for planning the next day service coverage and managing daily operator absences, including scheduling operators work, including overtime, and assigning vehicles to ensure comprehensive coverage of all routes. Dispatchers play a crucial role in planning and coordinating the operator Spareboard, ensuring effective communication of these assigned duties to the operators, assisting and actioning information that impacts Victoria Operations to the appropriate stakeholders Notifies interdepartmental personnel of all changes in route assignments, breakdowns or any other event that will disrupt service. Assigns, tracks, and controls all operational fleet vehicles within all depots, including but not limited to, assigning route for daily coverage and coordinating on road vehicle replacements with the Maintenance Department Supports training of new Transit Dispatchers Responsible for decision making in the absence of the Supervisor and/or Work Lead
Reporting and Technology	<ul style="list-style-type: none"> Utilizes a variety of software programs to monitor and react to conventional service disruptions Accurately records all employee work hours and ensures no discrepancies in employee pay Verify and correct time discrepancies, ensuring compliance with Standard Operating Procedures, Collective Agreement and National Safety Code. Liaise with appropriate stakeholders to ensure time and attendance data is recorded and processed accurately Completes Pay period end duties when required
Policies and Procedures	<ul style="list-style-type: none"> Maintains documentation and records in compliance with the BC Freedom of Information and Privacy requirements Monitors Operators for Fit for Duty as per Policy and Procedure, escalates as required
Additional Duties	<ul style="list-style-type: none"> Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	<ul style="list-style-type: none"> • Grade 12 Diploma or equivalent
Experience	<ul style="list-style-type: none"> • Three years related experience in a fast paced, detail oriented environment • Two years of transit operations experience is an asset • An equivalent combination of education and experience may be considered
Key job-specific competencies	<ul style="list-style-type: none"> • Proficient with computers with intermediate to advanced computer literacy with specific knowledge of: <ul style="list-style-type: none"> • MS Office applications • Transit Management system technology • Thorough knowledge of the Victoria Regional Transit System related to route, terminus, and relief locations as it pertains to bus allocation. • Comprehensive knowledge of National Safety Code regulations and the Unifor collective agreement, including expert knowledge as it pertains to the spare board rules • Ability to operate two-way radio systems • Critical thinking, problem solving and timely decision-making skills to determine priorities and optimize the use of resources across a multi-shift operation • Maintains and advances technical training relevant to position • Independent, self-starter and be able to handle multiple tasks simultaneously • Strong communication (verbal and written) and interpersonal skills, enabling effective knowledge transfer and fostering a positive learning environment. • Conflict resolution skills with understanding and awareness of when to seek out and involve supervision and/or People and Culture. • Analytical mindset to identify improvements to systems and processes and support data driven decision making • Detail orientated, diligent and motivated with a strong work ethic, positive team attitude and customer service focus. • Ability to keep organized, confidential, accurate records and exercise good judgement and discretion relating to personal information and overall dispatch responsibilities. • Knowledge and demonstrated ability in corporate core competencies including communication, innovation, teamwork and collaboration, and personal ownership
Willingness Statement	<ul style="list-style-type: none"> • Able to work a variety of shifts at any depot in the Victoria Regional Transit System VRTS (Days, evenings and late nights, weekends, holidays, and overtime).

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| | <ul style="list-style-type: none">• This position has shifts that operate outside of Transit Service hours, personal transportation to all depots is required. |
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