

Job Title:	Support Services Administrator	Date:	May 24, 2022
Division:	Operations	Location:	Commerce Transit Centre (CTC)
Department:	Safety & Emergency Management	Level:	Employee
Exempt / Union	MoveUp	Band / Group Level	Group 7

Description

Reporting to the Director of Safety and Emergency Management, the Support Services Administrator provides clerical and administrative support to the areas of corporate security, investigations, safety, training, occupational health, employee wellness and business continuity. This role works in a fast-paced environment where detail is paramount to the success of the team. This department works closely with all areas of BC Transit and requires an individual who is well organized, customer focused and flexible. Safety is a core value of BC Transit, and is therefore an attitude and reflection in all the work that this person performs and in all the personal interactions, they have. Detail is key in this position as is stakeholder relationships. This department works with regional transit properties outside of Victoria and with the rest of the corporate company in Victoria. As a result, the Safety & Emergency Management team relies heavily on this role to prioritize and organize the changing demands that calls upon our team frequently. If you thrive in a fast and team centred environment with a commitment to excellence and fun, apply now.

Key Accountabilities

- Provides departmental support through:
 - Entering all incident reports and action as required;
 - Acts as the departmental administrator for reports and modifications;
 - Pulls reports as required by the departmental managers and director;
 - Updates ICBC claim files as needed;
 - Provides support for the corporate investigators and safety & training officers on all files.
- Designs, maintains and manipulates a large databases of information for statistical reporting purposes related to accidents, training, litigation and safety recognition programs, developing specialized databases and adding or changing fields as required. Calculates and prepares statistical reports relating to monthly and year-to-date figures around the OHS program, collisions and other related statistics. Prepares statistics for inclusion in reports sent to Canadian Urban Transit Association, American Public Transit Association, etc.
- Performs a variety of administrative responsibilities to ensure the effective daily operation of the Safety and Emergency Management office, including:
 - Composing, keying, and distributing a variety of correspondence from verbal instructions or rough drafts, including memos, letters, notices, and reports for the Director and departmental staff.

- Coordinating agendas, venues, and required book-offs relating to standing and ad hoc committees, such as Joint Health & Safety Committee, Violence in the Workplace Committee, in accordance with WorkSafe BC regulations as required and supports the Accident Adjudication process and review Panel Prepares case files and statistical reports, records and distributes minutes and related correspondence;
- Coordinating correspondence, book-offs, venue, and refreshments for operator training workshops and meetings;
- Responding to telephone and email inquiries and resolving complaints or referring calls/emails as required;
- Maintaining departmental filing processes
- Maintains the departments office supplies cabinet and photocopier supplies
- Monitors records related to employee First Aid qualifications prepares documentation to ensure payment of First Aid allowances to qualified employees.
- Creates and maintains safety records in support of the employee recognition program, REV (Recognizing Excellence and Values) program for all employees. Prepares and distributes safety recognition letters in accordance with program criteria, and BC Transit Million Mile Club program, including supplies, venue, and presentation materials. Assists with the annual REV program by determining safety recognition recipients and obtaining presentation materials such as letters and certificates.
- Maintains records related to employees' ICBC drivers' abstracts. Monitors abstract records for license expiry and items of significant safety concern, and alerts Manager or departmental line supervisors as appropriate.
- Processes Red Light Camera Violation Notices, identifying employee/vehicle responsible and forwarding to investigators.
- Performs work on special projects, such as training manuals and course materials preparation.
- Performs duties on behalf of the Manager, Corporate Safety & Security in relation to file preparation and transcribing of interviews and statements. Liaises as and when required by the Manager or Corporate Investigator with legal counsel on cases held within security database
- Support to the Safety & Security team with duties including updating or amending access levels to Key and Access management systems and case file updates, when needs arise.
- Reviews collision reports from the Victoria Regional Transit system and supports the Safety & Training Officers with collision and incident adjudications.
- Maintains the Trackit database for related OHS documentation
- Maintains the internal HUB site for the department
- Performs related duties as assigned

Education and Experience

General academic background equivalent to high school graduation, including or supplemented by training in word processing, spreadsheet and database software, office procedures and business correspondence. Additional courses in claims management.

Additional Information

Position requires a minimum of 1.5 years of previous administrative experience at an intermediate level in a office environment. This position requires proficiency in the development and manipulation of databases, word processing, statistical report preparation and sound organizational skills. Experience with ICBC insurance, WCB investigation procedures and BC Transit regional operating systems in preferred. Experience with “Incident Management Software” Perspective by Resolver, Trapeze and TrackiT database systems would be considered an asset.