

AUDIENCE: Internal
POSITIONS: 10 Relief Positions

COMPETITION #: SD12-23
ISSUED: November 7th, 2023

OPERATIONAL SERVICES
CALGARY TRANSIT, TRANSIT SERVICE SUPPORT
RELIEF DISPATCHER

DUTIES AND RESPONSIBILITIES:

Under the direction and supervision of the Coordinator/Team Lead of Dispatch, the Relief Dispatcher is responsible for planning daily and future workforce requirements to fulfill the operational needs of all transit services (conventional and accessible) in a computerized environment. Primary duties include:

- Efficient and cost-effective assignment of operators and equipment in accordance with Calgary Transit Operating policies, Dispatch policies, the ATU Local 583 Collective Agreement, and City of Calgary policies and regulations.
- The Relief Dispatcher also manages the sign-up process, allocating daily and weekly work, coordinating and approving operator vacations and/or other absences.
- Calculation of daily wages for operators and adjustments to daily pay of all operators absent from work which is completed in accordance with the Collective Agreement and policies.
- This work is performed in a high stress environment where frequent and random changes to workforce occur on 24 hour/7 days a week basis.
- Other duties as assigned.

QUALIFICATIONS:

- The successful candidate must possess a high school diploma or equivalency (GED) and a minimum of five years of customer service experience, public transit, workforce management or a related area.
- Customer service skills, the ability to manage stressful situations, analytical, problem solving and decision-making skills, along with transit schedule proficiency and computer analysis skills.
- Demonstrate strong leadership competencies, using empathy and collaboration skills in working with operators, co-workers, management, and other business partners.
- Success in this position requires written and verbal communication, listening, organizational and time management skills, the ability to work independently as well as in a team environment.
- A thorough knowledge of Calgary Transit operations and an exemplary work record are also required.
- The successful applicant requires a high level of proficiency in Microsoft Office and general computer skills. Human Capital Management experience would be an asset.

Note: Successful applicants must provide proof of qualifications and will be evaluated for appropriate skills.

Hours of work and days off: Involves working a variety of shifts including early mornings, afternoons, late evenings and overnight shifts on weekdays and weekends at any of the Calgary Transit garages.

Salary: "Office Work Area" Pay Grade 8 - \$33.73 - 37.07 - 38.96 - 40.88 - 42.93 - 45.07 per hour

Submit Resumes to Hira Ranjha- Employment Analyst, Third Floor, Spring Gardens #166SG.

Deadline for applications: Must be received by 16:00 hours, November 24th, 2023.

This job can be viewed and applied for on the Calgary Transit Employee portal page (not myHRconnect)

Go to www.calgarytransit.com/employee/job-postings and enter your employee login information.

You can also email your resume to CTRecruitment@calgary.ca