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POSITION: RELIEF (Up to 10 positions)**Part-Time, On-Call****COMPETITION #: SD11-23****ISSUED: November 7th, 2023.**

**OPERATIONAL SERVICES (OS)
TRANSIT SERVICE SUPPORT, CALGARY TRANSIT
RELIEF OPERATIONS CONTROLLER - LRT**

DUTIES AND RESPONSIBILITIES:

Under the direction and supervision of the Team Lead and Supervisors of Operations Control Centre, the Acting Operations Controller - LRT is responsible for maintaining the safety, quality, and efficiency of LRT service. Primary duties include:

- Providing customer service, including leadership and direction to Calgary Transit Operators through Calgary Transit's Radio Communications Network.
- Ensure uninterrupted delivery of LRT service by addressing and solving issues and acting as the first point of contact in emergencies.
- Frequently communicating service status updates to external customers and internal stakeholders, especially during service disruptions.
- Completing reports for all incidents and occurrences, and ensuring all information is properly documented and tracked to ensure divisional objectives are met.
- Collaborate with internal and external partners to highlight safety initiatives.

QUALIFICATIONS:

- The successful applicant will possess a minimum of a High School diploma or equivalency (e.g., G.E.D.). If education is acquired outside of Canada an IQAS assessment is required.
- A minimum of one year of public transit experience is required. Preference will be given to those with Operations Control and/or LRT mainline operating experience.
- The successful applicant requires a clear and understandable speaking voice, and the ability to communicate effectively in written form, as frequent e-mail and report writing is required. A high level of proficiency in Microsoft Office and general computer use is required – **these skills will be tested.**
- The applicant must possess excellent interpersonal skills, and the ability to work closely and effectively together with a wide variety of other employees in a busy team environment, and a noisy shared workspace.
- Must be able to remain focused, calm, and highly effective in emergency and extremely stressful situations. Success in this position requires relationship building, conflict and time management skills.
- The successful applicant must be able to obtain LRT rulebook, right-of-way, and mainline operating proficiency.
- A good understanding of Calgary Transit's LRT system, service levels, and *Customer Commitment* are beneficial.

Pre-Employment Requirements

- Proof of qualifications will be required.
- Skills assessment testing will be conducted.

Hours of work and days off: The Operations Control Centre is a 24/7 operation. Will be required to workday, afternoon, and overnight shifts on weekdays and weekends. Must be available to work on short notice.

Salary: \$33.73 to 45.07 per hour.

Submit Resumes ONLY to: Employment Analyst, Third Floor, Spring Gardens #166SG.

Deadline for applications: **Must be received by 16:00 hours, November 17th, 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