

**Job No. 32**

**Position:** Bus Operator

**NOC:** 7597

**Name of Company:** Halifax Regional Municipality (HRM)

**Website:** [Bus Operator | Halifax Regional Municipality \(brassring.com\)](https://www.brassring.com/job/Bus-Operator-Halifax-Regional-Municipality-7597)

Halifax Regional Municipality is building a hiring pool that will be used to fill permanent Bus Operator positions for Halifax Transit. Halifax Regional Municipality (HRM) is committed to reflecting the community it serves and recognizing Diversity and Inclusion as one of the Municipality's core values. We have an Employment Equity Policy and we welcome applications from African Nova Scotians and Other Racially Visible Persons, Women in occupations or positions where they are underrepresented in the workforce, Indigenous/Aboriginal People, Persons with Disabilities and 2SLGBTQ+ Persons. Applicants are encouraged to self-identify on their application.

Bus Operators are responsible for the safe operation of their vehicles and must follow schedule guidelines, sometimes under difficult circumstances. Customer service is a large part of the Bus Operator's daily duties, they must be able to communicate effectively with all passengers and respond to their needs. Bus Operators must constantly monitor their passengers and other drivers, and exercise a great deal of tact and diplomacy. Bus Operators deal with heavy traffic and congested streets, while monitoring fare collection and advising of the Fare Policy, issuing and receiving transfers, and checking passes. Bus Operators must be alert and manage their personal well-being as they can drive long hours with minimum breaks, operate during peak periods with split shifts and must cope with adverse weather, construction and traffic conditions. Bus Operators may be required to participate in emergency management operations as part of the municipality's emergency response.

Halifax Transit services the urban core of the municipality, namely the Halifax, Bedford, Dartmouth, and Sackville areas along with adjacent outlying communities with over 400 buses, over 70 routes, operating close to 24 hours a day, 365 days a year. Halifax Transit is the largest transit system in Atlantic Canada, carrying over 19 million passengers a year.

**Responsibilities/tasks:**

- Report to dispatch or start location at the beginning of shift and review operators' notices
- Check and visually inspect vehicle for pre-trip
- Drive vehicle and practice defensive driving techniques while following the Nova Scotia Motor Vehicle and Motor Carrier Acts and HRM policies at all times
- Assess and monitor vehicle operating conditions, and report issues
- Greet, acknowledge, and assist passengers and the public in a professional and courteous manner
- Monitor fare collection and passenger loads
- Anticipate potential problems, passenger emergencies and respond to medical emergencies
- Monitor the behavior of passengers to ensure the safety of others and contact the Communications Centre for assistance as needed

- Provide assistance to passengers as requested. All Halifax Transit buses have wheelchair accessible features, which require Bus Operators to assist passengers on and off the bus by operating ramps and securing wheelchairs.
- Ensure passenger safety and comfort
- Secure and return items to Lost & Found
- Conduct post-operations procedures

**Qualifications for the position:**

- Grade 11 or equivalent education and related experience
- Three (3) years of experience working in a service occupation dealing directly with customers
- Three (3) years of recent driving experience
- A valid Canadian driver's license with a safe driving record (no more than 2 demerit points and no more than 1 at-fault accident)
- Completion of a defensive driving course is an asset
- Driving experience in a transit environment is an asset
- Be capable of meeting the physical demands of the job such as sitting for prolonged periods of time, reaching, gripping, push/pull of steering wheel, twisting and turning of neck, sensory/perceptual demands along with good concentration
- Be able to demonstrate dependability and reliability
- Have strong problem-solving skills
- Be able to react quickly and remain calm in difficult and stressful situations
- Be able to understand, speak, read, write English in order to learn training materials, communicate effectively with the travelling public, and write reports
- Be able to work variable hours including weekends and statutory holidays

**Please note** – In person testing will be conducted as a component of the selection process to assess technical and job specific knowledge.

**COMPETENCIES:** Analytical Thinking; Communication; Customer Service; Decision Making; Organization & Planning; Organizational Awareness; Teamwork and Cooperation; Values & Ethics; Valuing Diversity

**Location (remote, hybrid, in person):** In person.

Hours of work, vacation, and days off are determined by seniority and can impact a new Bus Operator's personal and family life. Below is what you might expect:

- Transit Services available 7 days a week, 365 days a year. Bus Operators will be required to work weekends, both day and night shifts, at times changing from one to the other with little notice.
- Daily work assignments may be split shifts (example: begin work at 6 a.m. and work to 9 a.m., then another shift on the same day starting at 2 p.m. and working to 6 p.m.).
- Holidays and days off may not be consecutive or consistent.
- As seniority increases, so does your choice of hours and vacation dates.

**Employment type:** Full time

**Salary range and benefits:**

Training rate, completion of training and within first year of service is \$26.57 per hour. Salary and working hours as per ATU Collective Agreement.

**Language requirements:** English