

Transit Operator Recruitment Guide



Mississauga Transit – Help Keep Mississauga Moving!

Are you interested in driving a City bus? Are you a helpful, service-oriented person? Do you enjoy communicating politely and professionally with the public? Does working a flexible schedule with steady hours motivate you? If you answered yes to these questions, we will train you.

As a Mississauga Transit Operator you will operate a Mississauga Transit vehicle on established routes and time schedules with a varying number of stops along the way. In addition to this you will be responsible for collecting fares; responding to customer inquiries concerning transit information, and ensuring the safety of all customers. This career requires attentiveness, good judgment, safe driving habits, and an ability to deal with all kinds of people. This is a unionized position.

Becoming a Mississauga Transit Operator:

To become a Mississauga Transit Operator there are a number of items to consider. Take a moment to review the following information carefully to ensure you possess the necessary qualifications and are agreeable to all the working conditions prior to applying for this position.

This is a competitive process and only those candidates who most closely match the skills and competencies of a Transit Operator will be selected to participate in the Operator Training program. Typically, candidates can expect to wait anywhere between 6 months to 1 year before a conditional offer of employment.

Qualifications

All Candidates must:

- Be legally entitled to work in Canada (i.e. a Canadian citizen, landed immigrant or valid work permit)
- Possess a Grade 12 education or equivalent
- Have a minimum of three years experience where dealing with the public (face-to-face/over the phone) was a major part of your job responsibilities
- Hold a valid, unrestricted Driver's Licence or equivalent in good standing (no infractions, no demerit points, no accidents). A Driver's Abstract will be required. G1 and G2 Licences are not acceptable. Class B or C Licence preferred.
- Have a minimum five years of current motor vehicle operating experience in high density traffic conditions
- Must pass the Ministry of Transportation Medical to qualify for a Class B Ontario Driver's Licence with a Z air brake endorsement
- Be willing to work split shifts and night shifts on a rotating basis
- Have the ability to read, write and communicate effectively in English
- Successfully complete the Customer Service and Driving video tests
- Have no criminal convictions for which a pardon has not been granted. All job offers are conditional upon providing, at your expense, a Criminal Record Search Certificate, to verify you do not have a Criminal Record for which you have not received a pardon
- Be capable of meeting the physical demands of the job - such as sitting for prolonged periods of time, using extremity motion such as reaching, gripping, push/pull of steering wheel, twisting and turning of neck, sensory/perceptual demands along with good concentration, visual acuity of 20/30 and colour vision deemed safe for driving to judge distances, fine finger movements, such as keying data into fare box keypad, etc

Work Hours and Shift Information

As a Transit Operator you will be required to work shifts. Shifts may vary from day to day and week to week **but will most definitely involve working a "split shift"**. This means that you will be required to work a total of eight (8) hours over a twelve (12) hour time period. An example of a "split shift" is:

Report time: 3:05 p.m. - 7:05 p.m.

Unpaid break

Report time: 10:45 p.m. - 2:45 a.m.

All shifts and vacation time are signed for based on seniority. You can expect to work evening split shifts, have split days off, and not have any time off during peak vacation periods and no summer vacations for an extended period of time (approximately 15 years). You must provide maximum flexibility to allow for 40 hours a week to be scheduled anytime, 23 hours a day, 7 days a week, 365 days a year.

The shift work required will have an impact on your personal life. We recommend that all applicants consider this aspect of the position very seriously.

Working Conditions

Being a Transit Operator can be both rewarding and challenging. The challenges are due to the nature of the job and the seniority-based system that determines an Operator's hours of work (shifts), vacation time and days off. However, Transit Operators enjoy a flexible schedule with steady hours and a top-rate compensation package. The following is a description of what the new operator may expect.

- Mississauga Transit operates 7 days a week, 365 days a year. New operators will be required to work weekends and holidays.
- New operators will be required to work a variety of split shifts including shifts that are both day/night shifts and days off may not be consecutive or consistent.
- Items such as weather conditions; construction; traffic; difficult passengers and following a set schedule are just some of the challenges that the operator will face on a daily basis.

A Day in the Life of a Transit Operator

Listed below are typical responsibilities that Transit Operators encounter on a daily basis. Keep in mind that each day is unique so flexibility is required of this job:

- Transport passengers safely according to Mississauga Transit's routes and time schedules; operate assigned Transit vehicles in a safe manner in high density traffic and all weather conditions;
- Collect proper fares and check the validity of transfers/passes and resolve any passenger disputes
- Provide information and assist passengers in a courteous manner
- Maintain orderliness on the vehicle by dealing with individual riders as well as disruptive groups
- Advise Transit Control of: when off schedule; vehicle maintenance issues; and of vehicle or passenger emergencies;
- Fill out accident and/or other reports as required related to any incidences occurring during the shift
- Provide assistance to passengers with language barriers, accessibility needs and deal with passenger's challenging temperaments.

The Transit Operator Recruitment Process

Stage 1 – Application

- During our Transit Operator Recruitment Campaign, you must visit our website at www.mycitycareer.ca to apply online. For step-by-step instructions on completing the online application process, please refer to page 7 of this guide.
- Candidates will be screened based on the established skills and competencies as identified in the job posting.
- If you have previously submitted an application form and resume they will not be considered, and you will need to reapply through our website.
- If you do not have regular access to a computer in order to apply for the Transit Operator position, some are available for public use at City Hall, located in the Cashier's Hall.

Stage 2 – Invitation to Test

- Potential candidates meeting the established job criteria as identified in the job posting will receive an e-mail invitation which will include your assigned testing date and times and other relevant information.

Stage 3 –Testing /Candidate Information Session

- If you are invited to the testing session, you will be required to bring two pencils and a hard writing surface and submit a current driver's abstract in good standing (no infractions, no demerit points, no accidents). There is a non-refundable administration fee.
- Applicants must complete **two video** tests in order to proceed further in the recruitment process. The driving test (approximately 45 minutes in length) simulates the actual environment of a transit vehicle in operation. The Customer Service test (approximately 90 minutes in length) consists of enactments of actual situations that Transit Operators may face while on the job. Both video tests require you to respond in a multiple choice manner. **You must successfully meet the minimum test score requirement on both tests in order to proceed further in the recruitment process.**
- All relevant information regarding the session will be provided in the email.
- The mandatory candidate information session will include: an overview of the position, Operator testimonials describing job realities; overview of a behavioral interview with sample questions, overview of the Job Shadow Exercise and a written test.
- Candidates will be asked to complete a Predictive Index assessment that will assist the hiring team in their employment hiring decisions.
- Candidates who pass the written assessment will be notified by email to call and schedule an interview.

Stage 4 – Job Shadow Exercise and Reference Preparation

- Before a candidate attends their interview they must complete the reference consent form and spend time on our transit system observing Transit Operators as they perform the day-to-day functions of their job while working with the public.
- The purpose of this exercise is to expose you to the realities of the work environment of a Transit Operator. A detailed instruction package on how to successfully complete the job shadowing exercise will be provided at the Candidate Information Session.
- You must ride and observe a minimum of 3 different routes at a minimum of 30 minutes each, of those 3 routes one must be the route 19

Stage 5 – First Interview

- The interview will be conducted by an interview panel consisting of representatives from Human Resources and Mississauga Transit Operations. You will be asked a series of behavioural style interview questions specific to the position of Transit Operator.
- Candidates must also bring the completed Reference Consent form and the Job Shadow Exercise with them to the interview. The Interview panel will review the completed Job Shadow Exercise with the candidate.

Stage 6 – Second Interview

- Successful first interview applicants will be invited to a second interview with the Superintendent of Operations and Human Resources staff.

Stage 7 – Reference Check

- Candidates moving forward from the Interview stage will be referenced. You must provide 3 work related references from either supervisors or managers that you directly reported to. (Reference consent forms will be provided at the Information session.)

Stage 8 – Final Hiring Decision

- The hiring manager will review the candidate's interview summary, and a decision will be determined on all previous stages of the recruitment process.

Stage 9 – Conditional Job Offer / Medical Report / Criminal Record Search

- A decision will be determined based on all previous stages of the recruitment process.
- Successful candidates will be contacted by a city representative and provided with information on the conditional offer of employment as a Transit Operator. At this time they will also confirm acceptance of position and discuss the start date. You will be required to schedule a time to review and sign your conditional job offer letter.

- Candidates will be provided a Ministry of Transportation Medical Report form that is to be complete (at your cost) by your Family Physician, Medical report forms are to be submitted 2 weeks prior to your start date.
- Candidates must bring a Vulnerable Criminal Record Search Certificate submitted 2 weeks prior to your start date. All job offers at the City of Mississauga are conditional, upon providing, at your own expense, a Criminal Record Search, to verify you do not have a Criminal Record for which you have not received a pardon.

Stage 10– Training Date Confirmation / Start of Training

- All successful candidates are scheduled to participate in a 4 week Transit Operator training program, beginning on their first day.
- The training program will consist of both in-class and on-the-road sessions. You must meet the minimum testing requirements on all examinations related to your “BZ” license in order to continue as a Transit Operator.

Full Employment Status as a Mississauga Transit Operator

The offer of employment is conditional upon

1. Passing the mandatory training program
2. Providing a acceptable vulnerable criminal record search certificate
3. Providing a drivers abstract in good standing (no infractions, no demerit points, no accidents)
4. Successfully completing the 9 month probationary period.

Candidates who do not pass the training and/or are unable to pass the Ministry of Transportation testing requirements to obtain a class “BZ” licence, will have the conditional offer of employment withdrawn.

How to Apply Online for the Position of Transit Operator

During our Transit Operator Recruitment campaign, you must apply on-line at www.mycitycareer.ca . Please follow the instructions below to apply:

1. Logon to www.mycitycareer.ca
2. Click on the “Transit Operator” link (located on the left side of page)
3. Review the job description for specific job qualifications
4. Download and read the Transit Operator Recruitment Guide
5. Click the “Apply for this job” button
 - If this is the first time applying for a job at the City of Mississauga, you will need to create a profile by clicking on the “Join now” link (and complete the Registration Information)
Please note: to create a profile you will need a valid e-mail address.
 - If you already have a profile, enter your username and password
6. Follow the instructions to create, download or cut and paste your cover letter and resume
7. Complete the Questionnaire that appears once you have submitted your resume on-line
8. You will be notified via e-mail when we receive your resume and questionnaire
9. Please do not contact the City regarding the status of your application, as no updates will be provided.