

Job Title: Transit Operator

Requisition ID **4554** - Posted - **Transit Operator**

JOB INFORMATION

Requisition ID: 4554

Number of Vacancies: For Future Requirements

Posted On: December 9, 2021

Last Day to Apply: March 31, 2022

Special Program

TRANSIT OPERATOR

The Toronto Transit Commission (TTC) seeks to continue building a workforce that reflects the great diversity of its customers and the Greater Toronto Area (GTA) with a goal to increase the number of employees from under represented groups. Women have traditionally been under represented in TTC's Operations workforce when compared to the Toronto census metropolitan area data benchmark for women in the workforce. Currently, around 16% of TTC Transit Operators are women. Through initiatives such as this Special Program posting, TTC is aiming to close the gap between the number of women it employs in the Transit Operator role and the census data benchmark.

BUS, STREETCAR & SUBWAY TRANSPORTATION, LIGHT RAIL TRANSIT & WHEEL-TRANS
DEPARTMENTS A.T.U., LOCAL 113

TTC is North America's third largest transit system and has been recognized as one of the top places to work in the GTA. TTC's recruitment efforts are directly aligned to its mission of providing a reliable, efficient, and integrated bus, streetcar and subway system that draws its high standards from our rich traditions of safety, service and courtesy. Our forward thinking recruitment efforts are focused on continuing to build a workforce that is accessible, diverse and inclusive, and trained to meet the transit needs of our customers.

We are currently seeking **TRANSIT OPERATORS**. This is a minimum 40-hour work week. Candidates must be able to work a flexible work schedule involving various shifts: nights, split shifts, weekends, holidays and various off days at the assigned location. Successful candidates will be assigned to operate a specific mode of transit vehicle (e.g. Bus, Streetcar, Subway, Light Rail Transit or Wheel-Trans bus).

KEY ACCOUNTABILITIES

- Responsible for the safe and efficient operation of transit vehicles
- Providing information to customers with respect to fares, service routes, schedules, short-turns, delays, diversions, emergency situations, transit policies/regulations, etc.
- Making announcements to customers including the calling out of connecting route locations
- Demonstrating proper and courteous behaviour towards customers
- Assisting customers with mobility needs following prescribed procedures for special equipped vehicles and door-to-door pick-up/drop-off and on-board securement of passengers
- Responsible for treating passengers and employees with respect and dignity and ensuring the needs of passengers and employees with disabilities are accommodated and/or addressed (within the area of responsibility) in accordance with the Ontario *Human Rights Code* and Related Orders so that they can fully benefit from TTC as a service provider and an employer

SKILLS, KNOWLEDGE, AND EXPERIENCE

- Safety conscious driver with knowledge of the GTA's major roads, intersections, institutions, etc.
- Prior frontline, face-to-face customer service experience
- Ability to read, understand and follow written rules and procedures, and carry out verbal instructions, combined with ability to write legibly
- Demonstrated ability to deal courteously with the public and communicate effectively while providing essential transit service

- Possess a valid non-probationary Ontario Class "G" Driver's Licence in good standing with the ability to meet TTC's corporate standard for a good driving record (see [Driver's Abstract Requirements](#))
- Meet all legislated standards governing the issuance of a Class "CZ" Licence (for Bus Operator) or a Class "E" Licence (for Wheel-Trans Operator)
- Possess a Grade 12 secondary school diploma or its recognized equivalent (see [Educational Requirements](#))
- Must successfully pass a medical examination in accordance with Ministry of Transportation Regulations
- Must successfully pass a cognitive ability aptitude assessment
- Must attend and successfully complete TTC's training program for the applicable vehicle mode, including practical and written tests
- Must have or acquire a comprehensive knowledge of the Ontario *Human Rights Code* and Related Orders, including disability accommodation and accessibility requirements, pertaining to passengers and employees

Vaccination Policy

Note: All TTC employees are required to be fully vaccinated as a precondition of employment in accordance with TTC's [Mandatory Vaccination Policy](#).

HOURLY WAGE RATE: \$27.69 - \$36.16 (24 MONTH PROGRESSION)

**** COMPLETION OF AN ONLINE ASSESSMENT – Applicants proceeding through the hiring process must complete an online cognitive ability assessment. A confidential system generated email, containing the login instructions for the assessment, will be sent to the email address provided by the applicant.**

**** All information (including your resume) on your MyTTC account, must match all information on your Driver's Licence (e.g., legal name and address) ****

PLEASE NOTE: Creating multiple accounts or profiles for the submission of multiple applications to this job posting is not permitted.

Before you submit your application please review the Driver Abstract and Educational Requirements, by clicking this link: http://www.ttc.ca/Jobs/Transit_Operator_Recruitment/index.jsp

TTC is committed to upholding the values of equity, diversity, inclusion, and anti-racism in the workplace at all levels of the organization, as well as in the delivery of services for its communities. As the TTC is currently aiming to increase the number of women it employs in the Transit Operator role, applications from qualified candidates who are women will be considered first. TTC encourages applications from all applicants, including members of groups with historical and/or current barriers to equity, including but not limited to, Indigenous, Black and racialized groups, people with disabilities, women and people from the 2SLGBTQ+ community.

TTC values and supports an inclusive and barrier-free recruitment and selection process.

Accommodations for applicants are available upon request throughout the recruitment and selection process, including for those who self-identify as having a disability. Please contact Human Resources – Talent Management at (416) 393-4570 or email transitoperator@ttc.ca. Any information received related to an accommodation will be handled confidentially.

TTC policy prohibits relatives of current TTC employees from being hired, assigned, transferred or promoted into positions, where there is a conflict of interest due to a relationship. Should you be selected for an interview, you will be required to disclose the name, relationship and position of any relative who is a current TTC employee.

We thank all applicants for their interest but advise only those selected for an interview will be contacted.