



CORPORATION OF THE TOWN OF TILLSONBURG

INTERNAL/EXTERNAL JOB POSTING

POSITION: Transit Coordinator - REPOST

DEPARTMENT: Operations & Development

LOCATION: Corporate Office

STATUS: Permanent Full Time (40 hours/week)

REPORTS TO: Director of Operations & Development

RATE OF PAY: \$60,985.60 to \$71,364.80

POSTING #: HR 16.21

POSTING PERIOD: April 27 to May 9, 2021

NOTE: Interested candidates are invited to submit their application in confidence online by visiting careers.tillsonburg.ca.

We thank all applicants for their interest in this position, however, only those to be interviewed will be contacted.

The Town of Tillsonburg is an equal opportunity employer and all information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection.

The Town of Tillsonburg will attempt to provide reasonable accommodation for a known disability for an applicant or employee if requested.

GENERAL STATEMENT OF DUTIES:

The Transit Coordinator is responsible for managing and coordinating the development and implementation of policies, programs, studies and initiatives related to the operation of the transit system including the monitoring of routes and schedules, forecasting demand, marketing, planning and design of transit services, analysis and evaluation of transit

related activities and undertakings. The role is also responsible for developing service proposals and administering transit service contracts. The Transit Coordinator will liaise with stakeholders and community groups and will gather data to guide and support initiatives and plan capital investments.

QUALIFICATIONS:

- Three (3) year college diploma or University degree in Transportation or Civil Engineering, Transportation or Urban Planning, Business Administration or a related field of study.
- Up to three (3) years' experience working in the field of transit or transportation planning, public transportation, statistical analysis and contract administration.
- Strong project and contract management skills considered an asset.
- Knowledge of project/program management methodologies, techniques, applications and best practices.
- Working knowledge of applicable legislation such as the Highway Traffic Act, Accessibility for Ontarians with Disabilities Act and Ontario Health and Safety Act
- Proven customer service and communication skills
- Ability to take initiative and work with tight deadlines
- Capable of carrying out duties with minimal supervision
- Strong time management and organization skills.
- Thorough working knowledge of computers and various software systems, database applications and Microsoft Office.
- Valid Class "G" driver's license and reliable vehicle for use of Corporate business.

POSITION RESPONSIBILITIES:

- Optimize and design transit routes to ensure appropriate coverage, scheduling and integration with other local transportation services and make recommendation for service changes.
- Provide technical advice and input for the development of annual and long-term transit service plans including impacts of new/revised routes and services.
- Generate reports pertaining to transit schedules including statistical reports related to the transit function and operation.
- Develop and coordinate transit operations including the monitoring, tracking and reporting of ridership data and other reporting required to monitor service delivery of contracted service provider.
- Maintain and update ridership and other transit data trends to support long term planning and system performance reviews.
- Develop and maintain transit operating policies and procedures, fare structure and all necessary arrangements or agreements for the sale of transit system tickets.
- Prepare requests for proposals and contract documents for transit capital and operational services as required.
- Administer and monitor performance of contracted transit service providers including compliance with contract specifications and legislative requirements.

- Work with service providers to investigate and resolve complaints, receive public comments, conduct and analyze satisfaction surveys on transit program delivery.
- Act as staff liaison to the Transit Advisory Committee, transit service providers and specialized Transit Services Committees.
- Ensure compliance with the Accessibility for Ontarians with Disabilities Act and other provincial, federal and municipal legislation.
- Actively pursue marketing strategies and promotional activities to increase awareness, develop business partnerships, engage the public and user groups to increase participation and utilization of the transit service.
- Organize and assist in conducting public meetings and work with a variety of groups to determine appropriate levels of service to improve program delivery.
- Coordinate with agencies and outside stakeholder groups to implement transportation system initiatives and marketing strategies.
- Research, promote and develop public/private sector partnerships with respect to funding opportunities, economic and community development strategies and municipal operations.
- Seek third party support and opportunities for provincial and federal funding for public transit service.
- Prepare funding applications and reporting requirements to support the development and operation of transit services.
- Prepare reports to senior management, Council and others on issues related to Active and sustainable Transportation.
- Provide traffic analysis and information in support of development related inquiries, safety or speeding concerns.
- Respond to high profile inquiries and complaints to resolve escalated issues/concerns. Exchanges information and addresses operating issues with external agencies, contractors, consultants, Police, Fire, Ministries, and other transit providers.
- Assist with the preparation of operating and capital budgets including cost/revenue estimates and service prioritization for transit.
- Other duties as assigned.