



The Bow Valley is one of Alberta's most dynamic and progressive areas rich in culture, diversity and economic strength and home to small, medium, and top 50 companies. Contributing to the area's quality of life and its economy is the Bow Valley Regional Transit Services Commission transit system that's both responsive and efficient in serving its 60,000 monthly riders.

### **Dispatch Coordinator**

Taking shared direction from both the Operations Supervisor and the Manager of Operations, you will contribute to the delivery of highest quality public transit services. You will help ensure the delivery of safe, reliable public transit services which maintains the highest level of cleanliness and customer service that Roam customers have come to expect. In this broad role, you'll help to ensure that transit operations meet service levels according to plan and budget.

#### **On a day-to-day basis the right candidate will:**

- You're an analytical and logical thinker, with an interest in operating computer software to adjust driver schedules and design new or modify existing driver schedules.
- Be comfortable speaking with drivers and Roam supervisors to assign personnel to equipment and routes and schedule work shifts; and in designing new or modifying existing schedules; may prepare user guides and other information for drivers regarding services.
- Attend to transit issues and incidents in a professional and calm manner.
- Be comfortable working alone in some instances and will need to make decisions and provide direction to both staff and transit customers.
- Help with project management as it relates to the roll out of new transit services.
- Have the confidence and ability to troubleshoot and assist with the maintenance of technical transit equipment.
- Help to coordinate and facilitate the delivery of Roam transit throughout our service area – from Canmore through to Lake Louise.
- Facilitate in conjunction with the Operations Supervisor the implementation of all Roam transit service requirements while ensuring the highest level of professionalism and safety for both staff and customers
- Be an active member of the Commission's Health and Safety program and committee.
- Be available for weekend work throughout the year. With the occasional adjusted schedule as required. Regular weekdays off
- Respond to issues as they arise in a calm and professional manner. Issues can range from customer complaints, customer concerns, mechanical breakdowns or incidents that may involve injury or damage to property.
- You will assist in planning, hiring, training, and scheduling of Transit Operators to ensure a full staff complement is always available to meet the needs of our customers
- Forward any inquiries from various partners and stakeholders to help foster open lines of communication and improve efficiency of operations.
- Performs other related duties as assigned.

#### **The right candidate will demonstrate on their resume:**

- A champion of continuous improvement, training, and customer service excellence, you will bring at least



three years of transportation experience to the Roam organization.

- A strategic thinker and self-starter, your direction of employees will contribute to the evolution of BVRTSC as one of the Bow Valley's most accomplished employers.
- You will be part of a team of engaged, enthusiastic, and dedicated people that are committed to collaborating with one another to deliver on our commitment to the residents, visitors and businesses of the Bow Valley.
- Must have a valid driver's licence, preferably Class 2, with a clean Criminal Record acceptable to the Commission.

**During the interview, we will be looking for behaviours that demonstrate:**

- Outstanding ability to prioritize and organize tasks in order to achieve deadlines
- Ability to work independently and collaboratively, as required
- Excellent communication skills
- Understanding of various software systems, primarily Microsoft Office (Excel) and the ability to learn new proprietary software
- Knowledge of general office organization and proficiency in the operation of all related office equipment
- Knowledge of and experience in Health and Safety

**What's in it For You:**

- Competitive wage \$55 - \$62,000 per year
- Full Health/Dental benefits
- Full time role (40 hours per week) with a modified work schedule
- Weekdays off – great for enjoying the Bow Valley activities!
- Generous vacation allowance
- Regional Roam Transit Pass
- A beautiful work location in Banff at the new Roam Transit Operations and Training Centre

**To Apply**

Please email your cover letter and resume to [careers@roamtransit.com](mailto:careers@roamtransit.com), preferably prior to November 21<sup>st</sup>, however, the position will remain open until filled.

A Criminal Record Search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

Roam Transit currently has a mandatory COVID-19 vaccination requirement for all employees

We thank all who apply, however, only those candidates selected for an interview will be contacted.