



## *Transit Operator Recruitment Information Guide*

**We Have a Seat for You**



**Moving Londoners - progressively, reliably, and affordably**

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# Why You Should Sit in Our Driver's Seat!

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Transit Operators play an important role in helping us to achieve the high standards that make London Transit one of the best transit systems in Canada!

London Transit offers a work environment that is inclusive, supportive and fosters pride in its employees. So, if you love driving, have outstanding customer service skills, and enjoy working independently, then why not consider a career as a Transit Operator?

## **LTC's Vision**

Our Vision calls for London Transit to be the valued and trusted mobility choice for Londoners. Our mission is moving Londoners progressively, reliably and affordably.

A key LTC strategic outcome, supporting our vision and mission, calls for "An Engaged, Diverse and Respectful Workplace." We seek to attract, develop and retain exceptional individuals and create a dynamic workforce by:

- \* developing a culture that is inclusive, collaborative, respects individual dignity, promotes accountability and open communication.
- \* developing a qualified and diverse workforce, reflective of community demographics; and
- \* developing a learning organization, supporting employees being successful in their jobs.

## **Being a Transit Operator**

Transit Operators usually work alone, without direct supervision, which necessitates a great deal of individual autonomy and responsibility.

Customer relations are the main part of the Transit Operator's daily activities. Transit Operators monitor their passengers and other motorists, while exercising a great deal of tact and diplomacy when dealing with the public.

Technology also plays an increasing role in the communications and scheduling of buses. Transit Operators maintain radio communications with dispatch, and buses are equipped with automatic vehicle location systems as well as Smart Card payment systems.

Transit Operators are responsible for the safe operation of transit vehicles under diverse weather and traffic conditions, and must follow schedule guidelines sometimes under challenging circumstances

All buses are accessible. Transit Operators assist all passengers, including those with mobility devices, to ensure safe travel for our passengers.

## **Minimum Qualifications**

Candidates must possess the following minimum qualifications:

- \* Demonstrated professional customer service skills
- \* Successfully achieve a passing grade on the *Select Advantage* assessment
- \* Grade 12 diploma or the equivalent (see last page for further detail of what qualifies)
- \* Current holder, in good standing, of an Ontario Class A, B, C, or D driver's license with a Z endorsement
- \* A safe driving record with zero demerit point accumulation
- \* Familiarity with the City of London and surrounding areas
- \* Excellent communicator and demonstrated ability to work independently
- \* Availability to work a variety of shifts including nights, evenings, weekends, and holidays

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## **Candidates with an AZ class license**

Candidates with an (AZ) class Ontario's driver's license that have been offered conditional employment must qualify for a (C) class Ontario driver's license by:

- \* Successfully completing the Ministry of Transportation (MTO) written test for a (C) class Ontario driver's license
- \* May attempt the MTO written test a maximum of (2) two times prior to the commencement of LTC Operator training
- \* **Failure to complete the MTO written test successfully will result in the conditional offer of employment being withdrawn**

## **Candidates with a DZ class license**

Candidates with a (DZ) class Ontario's driver's license that have been offered conditional employment must qualify for a (C) class Ontario's driver's license by:

- \* Successfully completing MTO medical via the Commission's medical resource
- \* Successfully completing the MTO vision test at the Drive Test Centre
- \* Successfully completing the MTO written test at the Drive Test Centre or as conducted by the Commissions' signing authority
- \* Trainees may write the MTO written test a maximum of (2) two times prior to the commencement of LTC Operator training
- \* Successfully passing the MTO road test as conducted by the Commission's signing authority
- \* Trainees have (1) one opportunity to pass the MTO road test within the first week of training
- \* **Failure to complete the required conditions will result in the conditional offer of employment being withdrawn**

## **Compensation Package**

The London Transit Commission offers a competitive total compensation package that includes the following:

- \* Wage rate: As per the current Local 741 ATU Collective Agreement
- \* Extended Health and Dental Coverage (30 day waiting period)
- \* Short- & Long-Term Disability (60 day waiting period)
- \* Life Insurance (60 day waiting period)
- \* Ontario Municipal Employee Retirement Savings Plan (OMERS)
  - o Employees join (OMERS) on date of hire (no waiting period)
  - o Financed by member contributions, matching employer contributions, and investment earnings
  - o A defined benefit pension plan that pays a monthly pension based on a formula that takes into account the number of years you pay into the plan and your salary

*The benefits summary outlined above is not an official representation of benefit levels.*

## **Union Information**

All Operators are members of the Amalgamated Transit Union (ATU) Local 741. The ATU is the largest labour organization representing transit workers in North America. Union dues are deducted bi-weekly. For more information on the ATU, visit their website at [www.atu.org](http://www.atu.org).

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## **Transit Operator Application & Selection Process**

To apply for the Transit Operator position please visit [www.londontransit.ca](http://www.londontransit.ca) and follow the “Careers” link at the bottom of the page for application instructions.

London Transit is an Equal Opportunity Employer.

London Transit is also committed to providing accommodation for persons with disabilities. If you require accommodation, we will work with you to meet your needs. *Reasonable accommodation will be provided in all parts of the hiring process.*

The selection process for Transit Operators is designed to produce a competitive and motivated workforce that shares London Transit's values, expectations, and strategic business goals. The selection process utilized by London Transit consists of five steps as outlined below:

### **(1) Employment Application Package**

The Employment Application Package must include the following in order to progress in the process:

- \* Online employment Application Form completed at Drake International, and
- \* Resume

**At this stage you will be asked if you have documented proof of the following** (Please note, if you are successful in the recruitment process and receive a conditional offer of employment, you will have seven (7) days to produce these documents and failure to do so will result in the conditional offer being automatically withdrawn):

- \* **Copy of your Ontario Class A, B, C, or D driver's license with a Z endorsement in good standing**
- \* **Confirmation of zero demerit point accumulation** (dated within 14 days of application date)
- \* **Proof of your Grade 12 diploma or the equivalent** (see last page for further detail of what qualifies)
- \* **A Criminal Record Search and Vulnerable Position Screening Check from the Municipality in which you reside** (dated within 14 days of application date)
- \* **Receipts confirming your full Covid-19 vaccination status or proof of a medical or human rights exemption from same**

### **(2) Select Advantage Assessment**

Following confirmation of possessing the minimum qualifications, candidates will be invited to participate in a 60-minute web-based Transit Operator Skills Assessment. Candidates must successfully achieve a passing grade on the assessment to proceed further in the recruitment process. Candidates that do not pass the assessment will not be eligible to re-apply until a 1-year waiting period is complete.

### **(3) Structured Interview**

To hire the most qualified candidates, London Transit utilizes behavioural / scenario-based interview questions to gather objective information about a candidate to assess the candidate's ability to perform the job. Our goal is to select candidates who have the necessary skills, experience and abilities required for the Transit Operator position.

### **(4) Employment Verification & Reference Checks**

Candidates will have their references checked using standard guidelines. The references requested are from current and previous supervisors only, with special emphasis on driving-related positions and demonstrated customer service abilities.

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## (5) Conditional Offer of Employment

Upon receipt of a conditional offer, the candidate will have seven (7) calendar days to provide Drake with the following documents; **failure to do so will result in the conditional offer being withdrawn:**

- \* **Copy of your Ontario Class A, B, C, or D driver's license with a Z endorsement in good standing**
- \* **Confirmation of zero demerit point accumulation** (dated within 14 days of application date)
- \* **Proof of your Grade 12 diploma or the equivalent** (see last page for further detail of what qualifies)
- \* **A Criminal Record Search and Vulnerable Position Screening Check from the Municipality in which you reside** (dated within 14 days of application date)

In addition to the above, an employment medical is completed by London Transit's medical resource. The purpose of this phase is to assess the applicant's capabilities for performing the job's essential duties and responsibilities.

## What Does the New Operator Training Program Involve?

A four-week paid training program is provided for all new Transit Operators. The training is conducted at both of our facilities (i.e. 450 Highbury Avenue North and 3508 Wonderland Road S.). Training may be conducted during all operational hours.

Some training topics include:

- \* effective customer service and interpersonal skills, defensive driving, human rights and diversity in the workplace, accessibility awareness, preventing violence in the workplace, standard operating procedures, on-road training, health and safety, emergency procedures, and ergonomics.
- \* Up to 65 hours of new operator training is conducted on-road (this includes 40 hours of in-service training with Operators).

You are considered a probationary employee for the first six months of employment with the London Transit Commission. Failure to meet performance standards during this period will result in termination of the employment relationship.

Operator training is ongoing throughout the Operator's career at London Transit.

## Hours of Work

All Operator positions are full time and employees are guaranteed 40 hours of work each week. Overtime may be available pending operational requirements. All shifts and vacation times are signed based on seniority. As a new Operator you can expect to work:

- \* Days, Evenings, Nights, Weekends and Statutory Holidays
- \* "Spareboard" in which work assignments change daily and hourly
- \* Split shifts covering the peak hours of the morning and afternoon; however, the work will be completed within an 11-hour spread. An example of a "Split Shift" is:
  - Report time: 6:14 am – 10:35 am
  - Unpaid break
  - Report time: 1:40 pm – 5:10 pm

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## **Vacation Selection**

Operators are eligible for 2 weeks' vacation after completion of their first full year of employment. The choice of when vacation is taken is based on seniority.

## **You must possess a Grade 12 Secondary School Diploma or the equivalent.**

### **What is acceptable as proof of Grade 12?**

The following documents are acceptable as proof of a Grade 12 high school diploma:

- \* High School Diploma or Ontario equivalent
- \* Ontario Secondary School Transcript which clearly states that an Ontario Secondary School Diploma was awarded (prior to 1983/84, 27 credits were required and from 1984/85 onwards 30 credits are required for graduation)

### **What documents are acceptable as proof of an equivalent to Grade 12?**

The types of equivalent documents that are acceptable are the following:

- \* High School Equivalency Certificate issued by the Ministry of Education upon successful completion of the GED tests.
- \* Secondary School Diploma or original transcripts.
- \* ACE Certificate

### **What documents are acceptable as proof of an equivalency to Grade 12 if I was educated outside Canada?**

The types of equivalent documents that are acceptable are the following:

- \* World Education Services (WES) Credential Evaluation
- \* Comparative Education Service (CES)
- \* International Credential Assessment Services of Canada (ICAS)

### **What if I have a higher level of education above a Grade 12, what is acceptable as proof?**

The types of documents that are acceptable are the following:

- \* Community College Diploma (minimum 2 years, full time program) from an accredited College or a Canadian University Degree or original transcript indicating the level of education awarded at graduation.