



PROTRANS BC OPERATIONS LTD

Operations Supervisor

Job Type: Full Time

Location: Richmond, BC, CANADA

Job Category: Supervisor, Customer Service, Transportation

Industry: Transportation

Relevant Work Experience: all

Number Of Positions:

Salary:

Posted September 3, 2008

ProTrans BC will be the operator of the Canada Line Project which is one of the largest Public Private Partnership projects to be initiated in Canada, and is currently the largest single public transit project underway in the country. When completed, this 19km fully automated rapid transit rail system will connect the City of Richmond, the Vancouver International Airport and the City of Vancouver Business District.

The Operations Supervisor is responsible to lead and manage a team of Canada Line Attendants to ensure high quality service to passengers.

DUTIES & ESSENTIAL JOB FUNCTIONS

Acting for or standing in for the Customer Services Manager or a Duty Manager when required

To assist the Customer Services Manager in the development and promotion of the Company's customer service standards

To lead Attendants in a way that ensures that the public perception of the Canada Line and its services and employees, is maintained at the highest possible level

Lead a team of Attendants setting clear goals and monitoring performance against quality standards

Assist the Customer Services Manager, giving guidance as appropriate to the PR Team regarding the development and implementation of public Customer Service Communication Plans and processing of customer correspondence, complaints and enquiries to meet agreed performance standards

Agreeing and implementing the expected performance standards and training requirements for Canada Line Attendants

Operations Supervisors work round the clock shifts with the majority of their duties being performed during service hours

Update Canada Line Attendants regarding changes to rules, procedures and working practices, ensuring that these are fully understood and testing the knowledge of staff where appropriate

Participate in the testing and licensing of team members, and certification of a team member for normal duties after returning to work following an absence

Take local control of incidents, accidents and emergencies coordinating with the Control Room to ensure a speedy resolution and minimal service disruption

QUALIFICATIONS

Must have a good level of literacy and numeric comprehension

Must have a current BC driving license

Licensed to perform all the activities of Canada Line Attendants.

All Operations Supervisors must be physically capable and qualified for working wayside during a service failure or emergency

HOW TO APPLY

To apply, please submit your cover letter and resume in confidence to: Human Resources, ProTrans BC Email: careers@protransbc.com please write the Job Title in the subject line.

Candidates from the local area are desired; any out of town candidates should state in their cover letter if and when they are relocating, with information about when they will be in Vancouver and available for interview.

While we sincerely appreciate every application, only candidates selected for an interview will be contacted. No telephone calls please.

ProTrans BC Operations Ltd is committed to respecting all principles of employment equity and applicable privacy legislation.