



SUPERVISOR, TRANSIT SAFETY OPERATIONS

Metrolinx is an agency of the Government of Ontario and our goal is to create a transportation network that enhances the prosperity, sustainability and quality of life for the Greater Toronto and Hamilton Area. We lead planning in the region with a Regional Transportation Plan that guides the work and investments of the organization. This includes building light transit, bus rapid transit and Regional Express Rail, as well as operating GO Transit, UP Express and PRESTO.

Our Transit Safety Operations Office is seeking several Supervisors, Transit Safety Operations to supervise and co-ordinate Transit Safety staff and to maintain the safety and security of passengers, employees, and property as well as the integrity of the fare system.

Key Responsibilities:

- Leads teams and coordinates incident management responses to service disruptions and critical incidents.
- Executes operational plans and crowd management procedures to ensure effective and safe deployment of staff to meet divisional objectives.
- Develops, plans and implements schedules for interdepartmental activities and monitors adherence to operations protocols.
- Review criminal case preparation, procedures and documentation with staff conducting corporate investigations.
- Monitors staff performance and reviews arrest reports, use of force reports, incident reports to ensure compliance with Federal and Provincial laws and compliance with the Memorandum of Understanding with the Ontario Provincial Police. Ensures legislation and regulations are enforced in a consistent and non-discriminatory manner and maintains and updates changes to legislation and regulations.
- Ensures customer service by providing direction, courtesy, assistance, respect and prompt attention to both internal and external customer concerns at all times.
- Liaises with various municipal, provincial, federal and private sector agencies regarding operating procedures, training and all criminal and safety related matters.
- Ensuring that all pertinent legislation and regulations are enforced in a consistent and non-discriminatory manner, and ensuring that updates of changed legislation and regulations are maintained.
- Supervises, plans and directs staff and resources and monitors incidents occurring within the Metrolinx/GO system owned properties and assets that could affect the safety and security of patrons and employees.

Location: Greater Toronto and Hamilton Area - Various locations and hours with rotating shifts

File Number: TRA002M

Qualifications:

- Knowledge of law enforcement principles and practices normally attained through completion of a two-year community college program in law enforcement or a combination of education, training and experience deemed equivalent.
- Minimum of four (4) years' supervisory and law enforcement experience.
- Must have working knowledge and ability to interpret and apply relevant legislation including the Provincial Offences Act, Trespass to Property Act, Liquor Licence Act, Highway Traffic Act, Youth Criminal Justice Act, The Criminal Code, related federal statutes, Freedom of Information and Protection of Privacy Act, and the Occupational Health and Safety Act.
- Superior oral and written communication skills, in addition to good investigative and analytical skills.
- Must be decisive and able to make sound decisions during emergency situations.
- Must be proficient in time management and word processing computer applications.
- Must demonstrate excellent public relations skills.
- Must be able to pass an Ontario Provincial Police security clearance for the purpose of obtaining Special Constable Status.
- Must successfully complete Transit Safety training program.

- Must have a valid Ontario Class "G" driver's licence and meet the corporate standard for a good driving record and must be able to obtain the GO Transit Equipment Operator's permit.
- Must be able to obtain First Aid, CPR, and Pressure Point Control Tactics (PPCT) certifications, and successfully complete environmental, safety and any other training required by corporate policy.
- Must be able to obtain and maintain all required training for the granting of Special Constable Status, including annual use of force certification.
- Investigative and analytical skills and decisiveness to make sound decisions during emergency situations.

To apply for this position, please submit your resume online through the [Current Opportunities](#) page (http://www.metrolinx.com/en/aboutus/careers/current_opportunities.aspx) on our website, no later than **July 21, 2019**.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted. Accommodation will be provided throughout the hiring process, as required.

AN EQUAL OPPORTUNITY EMPLOYER
www.metrolinx.com

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