



Supervisor, Transit Safety Operations (Competition #TRA004J)

Employee Status:	Regular
Bargaining Unit:	Non-Union
Pay Range:	\$72,998 - \$98,553
Location:	277 Front Street, Toronto
Closing Date:	17-Dec-2020

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

Metrolinx is connecting communities across the Greater Golden Horseshoe. Metrolinx operates GO Transit and UP Express, as well as the PRESTO fare payment system. We are also building new and improved rapid transit, including GO Expansion, Light Rail Transit routes, and major expansions to Toronto's subway system, to get people where they need to go, better, faster and easier. Metrolinx is an agency of the Government of Ontario.

We embody our values in everything that we do. We Serve with Passion, Think Forward, and Play as a Team. If you can relate, we want to hear from you!

Our Transit Safety Operations Office is seeking two (2) 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.

What will I be doing?

- 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.

What skills & qualifications do I need?

- Knowledge of law enforcement principles and practices normally attained through completion of a two-year community college program in law enforcement (or relevant field) or a combination of education, training and experience deemed equivalent.
- Supervisory experience in law enforcement or social work.

- 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.
- Must be able to pass an Ontario Provincial Police security clearance for the purpose of obtaining Special Constable Status.
- 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 successfully complete Transit Safety training program.
- Must have a valid Ontario Class "G" driver's licence. A Driver's Abstract (within the last 3 months) will be required of the successful candidate. The employee(s) in this role will have access to a company vehicle.
- 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.

Accommodation:

Accommodation will be provided throughout the hiring process, as required. Applicants must make their needs known in advance.

Application Process:

All applicants must be legally entitled to work in Canada. Metrolinx will be using email to communicate with you for all job competitions. It is your responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence, we recommend that you check your email regularly. If no response is received, we will assume you are no longer interested in pursuing the opportunity. Please be advised that a Criminal Record Check may be required of the successful candidate. Should it be determined that any background information provided be misleading, inaccurate or incorrect, Metrolinx reserves the right to discontinue with the consideration of your application.

To apply for this position, please submit your resume online through the Current Opportunities page <https://metrolinx.taleo.net/careersection/jobdetail.ftl?job=TRA004J&lang=en>

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

AN EQUAL OPPORTUNITY EMPLOYER