

## **Lead DATS Service Specialist**

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### **DEFINITION**

An employee of this class supervises a group of DATS Service Specialists as assigned in any of the core functions of Scheduler, Dispatcher, Operation Technician or Service Coordinator providing hands-on leadership for their day to day work, resolves a wide range of highly technical or administrative matters of considerable difficulty and creates and implements service improvements.

Work of this level is performed under limited direction of a superior and is evaluated on the basis of the overall service delivery supporting customers, operators and subordinates. Work of this class differs from that of DATS Service Specialists by the direct supervision, greater complexity and scope of technical and administrative system support and the degree of analysis and improvement to processes, work flows and procedures.

Employees of this classification will lead by example and also participate in daily DATS Service Specialist work that focuses on supporting the real time operation of DATS supporting customers and operators in a variety of ways to ensure DATS services are provided in accordance with established standards of safety and service delivery timeliness.

### **TYPICAL DUTIES \***

Administers, schedules and supervises the work of a group of DATS Service Specialists, determining resource requirements including overtime on an immediate basis to ensure service continuity

Leads staff for performance improvement through coaching and counselling and defined performance expectations and makes recommendations and provides input into performance related matters for supervisor approval applying corporate policies and procedures and the collective agreement

Completes and delivers performance appraisals for management approval, engages and motivates staff

Creates, introduces, coordinates and champions process improvements, work flows, procedures and changes to support efficiency and effectiveness of services, in consultation with the Supervisor

Provides strong customer resolution to escalated concerns and inquiries within service standards, policies and procedures. Delivers strong customer service for a variety of stakeholders including clients, client representatives and contract service providers

Makes quick independent decisions in a sometimes highly charged environment

Uses specialized computer systems to compile data, maintain records, create reports and make recommendations for service improvement

Performs DATS Service Specialist duties, leading by example

May be required to provide project leadership

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### **KNOWLEDGE, ABILITIES AND SKILLS**

Strong computer skills with a good working knowledge of Trapeze and Grey Hawk systems

Demonstrated ability to lead and train staff

Knowledge of DATS service and related policies and procedures

Ability to communicate effectively with the public and staff both verbally and written

Knowledge of corporate discipline, attendance management and collective agreements

Strong interpersonal skills and ability to support a team environment

Considerable knowledge of the principles of supervision and leadership including coaching and mentoring

Ability to solve problems and make quick independent decisions for escalated issues and a wide variety of complex technical or administrative matters, while remaining calm and handling pressure situations in a busy work environment

Ability to work various shifts as required by DATS

### **TRAINING AND EXPERIENCE REQUIREMENTS**

#### **Job Level**

Completion of Grade 12 supplemented with supervisory or leadership training or coursework

Possession of a valid Class 5 motor vehicle license

A minimum of three (3) years progressive experience as a DATS Service Specialist in the Disabled Adult Transportation (DATS) environment in one or more of the areas of Dispatch, Scheduler, Operations Technician or Service Coordinator including demonstrated supervisory experience

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	21M	21A	21B	21C
Job Code	2234		2235	
Grade	036		017	

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