

DATS Team Lead Schedulers

DEFINITION

This classification is responsible for the daily operations of the DATS trip/run scheduling function. This includes all aspects related to the scheduling of subscription and reservation trips on runs, for DATS as well as for the contractor and for the Regional partners. The DATS Team Lead, Scheduling, provides leadership, coaching and guidance to staff regarding daily operations. This classification is the functional expert for the Scheduling function and for the Scheduling modules of the Trapeze system.

TYPICAL DUTIES *

Develop and implement policies and processes for Scheduling, in consultation with Managers, Team Leads and staff.

Manage and resolve escalated issues.

Facilitate regular meetings and ensure consistent communication to the Schedulers regarding all issues or changes that affect their work.

Perform the duties of a Scheduler as required.

Lead continuous process improvement initiatives by identifying gaps, and planning and implementing best practice research.

Function as the subject matter expert regarding the Trapeze system modules related to Scheduling, working with the technical experts, to ensure they are functioning at an optimum level.

Develop and update run scheduling quality assurance standards and guidelines.

Perform quality control activities to ensure a high level of performance and to ensure policies and procedures are being consistently applied.

Plan and manage the collection of statistical data for the Scheduling function.

Develop and implement a comprehensive training program for staff.

Perform on-going coaching and support and conduct regular performance reviews for staff, in consultation with the Manager.

Facilitate issue and conflict resolution processes within the team and escalate to the Manager when necessary.

Develop and implement staff schedules to ensure appropriate coverage.

Approve staff over-time, vacation, and other absences, under the general direction of the Manager.

Provide support and assistance to the Manager, with recruitment processes for positions in the area.

Collaborate with other Managers, Team Leads and other staff in the development and implementation of planning, policies and procedures.

Participate on cross-functional teams.

Represent DATS and/or Scheduling by participating on internal and external committees.

Support and participate in DATS events.

Provide support and back-up to the Manager and Teams within the Client Services area.



KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of systems and databases, within a transit or transportation environment
- Ability to solve problems and make quick independent decisions for immediate issues
- Demonstrated ability to manage a high volume of deadline based work
- Ability to work well under pressure
- Strong communication and interpersonal skills
- Client focused approach
- Ability to work independently
- Demonstrated ability to lead and supervise a team within a unionized environment
- Proficiency with computer software (Windows, Office, Google), databases and systems

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of Grade 12. Coursework in supervisory or leadership training. A minimum of five (5) years' relevant scheduling experience in a transit; or transportation industry, using a variety of computer application tools for the purpose of coordinating scheduling activities; two (2) years of which must demonstrate relevant 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.*

DATS_TEAM_LEAD_SCHEDULERS_ACTIVE.DOC

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	7046		7047	
Grade	036		017	
Originated:	2016-01			
Last Updated:				
Previous Updates:				