



Community Service Operator Job Shadowing Exercise

The Job Shadowing Exercise is an important part of the hiring process. This will give you a chance to watch transit operators on the road interacting with the public and with traffic, and may help you decide if this job is for you.

You will need to:

- Ride two different bus routes and observe the Transit Operators at work
- Record your comments on a Job Shadowing Exercise Sheet
- Discuss your experience with the panel, if you are invited for an interview (Note: *An Interview will not be conducted if the Job Shadowing Exercise has not been completed*)

Here are some important things to know:

- This is to be done on your time and at your expense
- If you are called for an interview, you must bring your completed sheet with you to discuss with the panel
- If you don't complete the written exercise, you won't move forward in the selection process
- Please be safety conscious and courteous during your Job Shadow Exercise. Use your good judgment:
 - don't speak with the Transit Operator if:
 - he/she is talking with a passenger
 - is in heavy traffic
 - is driving in poor road conditions
 - ensure you are not blocking:
 - passenger flow
 - the Transit Operator's view

Job Shadowing Exercise Instructions

1. You must ride and observe a minimum of **2 different** Community Service routes at a minimum of 30 minutes each. Community Service routes have a 3-digit route number beginning with the number 3 – I.E. – 302.
2. Of the 2 routes, one route must be either **Route 302, 303, 304, 305, or 309**. Please **do not ride the 321 or 324**.
3. We recommend you vary the time of day you ride, (i.e. rush hour, late night or early morning hours) as part of the exercise. Check route brochures in advance. Route information is available at www.takeets.com
4. Do not complete the same route twice (i.e. taking a route northbound and southbound counts as one route only).
5. Upon boarding the bus introduce yourself, and advise the Operator that you have applied for a position as a Community Service Operator and need to complete a job shadowing exercise in order to ensure this career choice is a good fit for you. While on the bus, sit near the driver to observe the specific areas as outlined on the Job Shadow Exercise sheet.
6. If an Operator is unable or unwilling to talk to you, request a transfer, exit the vehicle and board another Community Service bus route.
7. Handwrite or print your observations/comments on the Job Shadow Exercise sheet provided. Should you be invited to participate in an interview, the hiring panel will expect you to hand in a completed job shadowing exercise and to discuss your observations.
8. Remember to record the:
 - route number
 - location
 - time on and off for each trip completed
9. If you decide to withdraw your application at any point during the process, please remember to update your Taleo account status.

We thank you for your interest in this position and in the City's Edmonton Transit System.

DECLARATION

I, (print name) _____ certify that the information given by me on this form is true and complete. I understand that if such information is at any time found to be false, such information may be cause for refusal to hire or termination.

Signature: _____ Date: _____

Job Shadow Instructions:

Please complete this form for each job shadow route. You are not limited to the space provided for each answer. If you require more space for your answers, please attach your own separate sheet.

Job Shadow 1

Route:	Boarding Location:	Time On:	Exit Location:	Time off:

Based on your observations and conversation with the Transit Operator, answer the following questions:

1. Describe the traffic conditions.

2. What are the weather conditions at the time of your job shadowing experience? How do weather conditions affect the way an Operator drives a vehicle?

3. Describe the variety of passengers on the bus.

4. How does the Operator interact with customers?

Job Shadow Exercise (cont'd)

5. Describe any stressful situations you observe on the bus. How would you cope dealing with these situations on a daily basis?

6. What do you consider positive aspects of an Operator's job?

7. What do you consider negative aspects of an Operator's job?

8. What are the different kinds of shifts new operators typically work? How will this impact your lifestyle?

9. What is the size and unique functions of the vehicle?

Job Shadow 2

Route:	Boarding Location:	Time On:	Exit Location:	Time off:

Based on your observations and conversation with the Transit Operator, answer the following questions:

1. Describe the traffic conditions.

2. What are the weather conditions at the time of your job shadowing experience? How do weather conditions affect the way an Operator drives a vehicle?

3. Describe the variety of passengers on the bus.

4. How does the Operator interact with customers?

5. Describe any stressful situations you observe on the bus. How would you cope dealing with these situations on a daily basis?

6. What do you consider positive aspects of an Operator's job?

7. What do you consider negative aspects of an Operator's job?

8. What are the different kinds of shifts new operators typically work? How will this impact your lifestyle?

9. What is the size and unique functions of the vehicle?
