

# Community Service Operator(CSO)

## 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 as they perform the day-to-day functions of their job while working with the public. The purpose of this exercise is to expose you to the actual work environment. By observing Operators who are “on the job,” you will be able to make a more informed decision as to whether or not you want to pursue a career as a CSO.

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)

Please use discretion during this exercise; for instance, if the Operator is busy with passengers or tied up in heavy traffic, it would not be appropriate to ask questions at that time. Please be mindful of the situation to ensure that your presence does not interfere or obstruct the Operator’s ability to perform their tasks. Also, we wish to emphasize, you will be in an observer role only and are not expected to assist the Operator.

An important component of this exercise is summarizing some of your observations and comments on the specific areas outlined in the Job Shadow Exercise sheet. This needs to be completed and shared with the hiring panel once you are invited for the interview.

***This exercise is done on your own time and at your own expense. Any candidate who fails to complete the Job Shadowing Exercise will NOT proceed further in the selection process.***

### COVID19 Self-Assessment:

Before going to your job-shadowing exercise, you must complete the AHS Self-Assessment from the link below.

[AHS Self Assessment](#)

### IMPORTANT INSTRUCTIONS:

- This form should be completed BEFORE going to the job shadow exercise.
- You may only proceed if you have answered NO to all the questions.
- If you answered YES to any of the screening questions, please follow the following steps:
  - Follow the instructions provided by AHS
  - Plan for another day to complete the exercise
  - Inform us by sending an email at [etsrecruitment@edmonton.ca](mailto:etsrecruitment@edmonton.ca) in case you are unable to complete this exercise before the interview
- You can go for your job-shadow exercise after receiving a negative test result and after completing a self-quarantine period that would be recommended by AHS (If applicable)
- During the job-shadow exercise, you must follow the applicable safety guidelines related to COVID 19 that include but are not limited to the following:
  - You MUST wear a mask or face covering (covering both your mouth and nose) for this exercise inside the bus and the duration of your trip.
  - You MUST keep a safe distance from other people while waiting (at least 2 arms lengths, approximately 2 metres).

If you have any questions, please contact us by sending an email at [etsrecruitment@edmonton.ca](mailto:etsrecruitment@edmonton.ca).

## 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.
2. Of the 2 routes, one route must be either **Route 111, 127, 128, 131, 524, 525, 704, 726, 905, 906, 908, 912, 921, 923, 924, 925**
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.
4. Do not complete the same route twice (i.e. taking northbound and southbound route counts as one route only).
5. When you board the bus, introduce yourself and advise the Operator that you have applied for a position as a Conventional Transit Operator and need to complete a job shadowing exercise to ensure this career choice is a good fit for you. While on the bus, sit near the driver to observe the specific areas 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 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
  - Start and finish times of your trip (time on and off for each trip completed)

If you decide to withdraw your application at any point during the process, please remember to update your Taleo account status and email us at [etsrecruitment@edmonton.ca](mailto:etsrecruitment@edmonton.ca).

Should you have any questions or need immediate assistance, please reach out to us by sending an email at [etsrecruitment@edmonton.ca](mailto:etsrecruitment@edmonton.ca).

We thank you for your interest in this position and 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 Exercise Sheet :**

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

Route#	Boarding Location	Time On	Exit Location	Time off

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

<b>1. Describe the traffic conditions. What route or driving choices did you see the Operator make to deal with the conditions?</b>
<b>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?</b>
<b>3. Describe the variety of passengers on the bus.</b>
<b>4. How does the Operator interact with diverse members of the public?</b>

<b>5. Describe any stressful situations you observe on the bus. How would you cope with these situations on a daily basis?</b>
<b>6. What do you consider positive aspects of an Operator's job?</b>
<b>7. What do you consider challenging aspects of an Operator's job?</b>
<b>8. What are the different kinds of shifts new operators typically work? How will this impact your lifestyle?</b>
<b>9. What is the size and unique functions of the vehicle??</b>

<b>10. Was the Operator able to stay on time? Would it bother you if you were running late during your shift?</b>
<b>Additional Comments/Observations:</b>

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<b>1. Describe the traffic conditions. What route or driving choices did you see the Operator make to deal with the conditions?</b>
<b>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?</b>
<b>3. Describe the variety of passengers on the bus.</b>
<b>4. How does the Operator interact with diverse members of the public?</b>

<b>5. Describe any stressful situations you observe on the bus. How would you cope dealing with these situations on a daily basis?</b>
<b>6. What do you consider positive aspects of an Operator's job?</b>
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<b>8. What are the different kinds of shifts new operators typically work? How will this impact your lifestyle?</b>
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**10. Was the Operator able to stay on time? Would it bother you if you were running late during your shift?**

**Additional Comments/Observations:**