



Job title: **Service Planner**
Job ID: 20240706
Location: Greater Vancouver
Full/Part Time: Full-time
Regular/Temporary: Regular

Marketing Statement

As the largest operating company in the integrated TransLink enterprise, Coast Mountain Bus Company (CMBC) operates a fleet of clean-fuel conventional and community shuttle buses, zero-emission trolley buses, and passenger ferry SeaBuses in Metro Vancouver, the largest single transit service area in Canada.

At CMBC, one of BC's Top Employers, we're committed to providing an innovative, healthy, and engaging workforce. This is reflected in our workforce of over 5,500 employees performing over 400 unique jobs, who are committed and empowered to deliver service that attracts nearly 1.1 million passengers daily and connects people, businesses, and communities in the Metro Vancouver region.

We have the important job of helping our passengers get to work, appointments, visiting with family and friends, and back again every day. Metro Vancouver relies on us, and we take that as a point of pride.

Responsibilities

Investigates and develops service initiatives that form part of Quarterly and Annual Service Plans and develops service plans.

Researches and prepares service specifications including routing, service levels, hours of operation, vehicle type, stopping procedures, etc.

Collaborates with Service Delivery and Transit Communications providing technical expertise with respect to service issues at assigned depots or service areas.

Uses Geographic Information Systems (GIS) to illustrate data/analysis findings and in the preparation of presentation materials for internal and outside agencies on behalf of the Manager



and Director of Service Design. Participates in the presentation of service plans to area municipalities, community groups and outside agencies.

Participates in medium to long-range transit policy studies by providing information and support on planning issues such as examining recommendations for changes to transit facilities and determining cost-effective solutions.

Prepares various performance reports and assists in the development of service evaluation measures to accurately review and evaluate services in detail including establishing steps to monitor and review each service change in terms of stakeholder impact, ridership, actual versus planned costs, operational changes, municipal responses, etc. Under the direction of the Manager and working with Marketing and Communications staff, provides advice as to the scope and parameters of marketing and market research for service changes.

Provides planning input for major capital projects, fleet plans and the implementation of new systems.

Prepares and oversees implementation of necessary plans for special events exceeding 30 days and long-term construction projects that affect regular transit service.

Provides planning expertise to TransLink contracted services.

Researches, prepares and maintains service resource data and documents. Prepares drafts, reports, correspondence and other materials related to a variety of planning issues for the CMBC Board of Directors, Executive Management Team, Senior Management, municipalities and outside agencies.

Investigates, researches and provides verbal or written responses to stakeholder inquiries, complaints, suggestions, requests for new routes or increased service to ensure that stakeholder concerns are properly addressed.



Provides input and assistance to the Manager for working committees or for major corporate or intergovernmental committees.

Coordinates schedules with intermodal partners to ensure service integration.

Qualifications

Requires a university degree in transportation or urban planning or equivalent that includes GIS training or additional GIS courses. Courses or training in word processing and spreadsheets is required.

Requires two (2) years planning experience gained either in a transit environment or other similar environment including experience researching and analyzing data and developing service-related plans.

Requires up to one (1) year in the position to become familiar with CMBC's policies, procedures, service requirements, and the planning cycle, and with various stakeholders and their concerns and requirements.

Other Information

Recruitment Process: An applicant will be required to demonstrate their suitability for this position by meeting the minimum level of qualifications and experience in order to be invited into the selection process. A standard interview format will be used including general, scenario and behavioural descriptive interview questions.

Work Schedule

37.5 hours per week.

Work Designation

Hybrid

This position offers the flexibility of working both on-site and remotely within B.C.



Rate of Pay

Salary \$7,315 - \$8,781 per month (Actual salary offered will be commensurate with education, experience and internal parity).

The Total Compensation Package includes Extended Health, Dental, Transit Pass and enrollment in the Public Service Pension Plan. Focus on your development through tuition reimbursement, training, and mentorship programs. Enjoy a variety of health and wellness programs, including access to gym facilities. Speak to us to know more about what we offer.

How to Apply

Please visit our [Career Page](#) to apply for this position.

INSTRUCTIONS: Please save your (1) cover letter, and your (2) resume as one PDF document prior to uploading your application on-line.

Closing Date: Open until Filled

Please note that only those short listed will be contacted.

Having trouble applying? Please view the [System Requirements & FAQ's page](#).

If you have questions, please connect with us at jobs@coastmountainbus.com.

Equal Employment Opportunity

Coast Mountain Bus Company is committed to employment equity and building a diverse workforce, representative of the customers we serve and the many communities in the Metro Vancouver region. We welcome and encourage Indigenous applicants, people of colour, all genders, 2SLGBTQ+ and persons with disabilities to apply. Learn more about TransLink's commitment to equity, diversity and inclusion.

Accommodations are available on request for candidates taking part in all aspects of the selection process. For a confidential inquiry, simply email us at jobs@translink.ca.