EMPLOYMENT OPPORTUNITY

Serviceperson Operator

Casual | External
Transportation Services
Competition No.: 2026-1149

APPLICATION DETAILS

To apply for this position, send your cover letter and resume to **rdncareers@rdn.bc.ca,** clearly highlighting your education, experience, and qualifications relevant to the role. **Please quote 2026-1149 in the subject line of your email to ensure proper processing.**

Applications will be accepted until: 4:00 pm on November 23, 2026.

Date Posted: November 9, 2026.

We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted.

ELIGIBILITY LIST

This competition may establish an Eligibility List for the casual Serviceperson Operator position. The list may be used for future casual Serviceperson Operator vacancies with the Transportation Services department. For more information about eligibility lists, see Letter of Understanding #15 of the current Collective Agreement between CUPE 401 and the RDN.

CRIMINAL RECORD CHECK

A satisfactory Criminal Record Check including a Vulnerable Sector Check is a condition of employment with the Regional District of Nanaimo.

ABOUT THE ROLE

The Regional District of Nanaimo is seeking a casual Serviceperson Operator **with training scheduled to begin in early 2027.** Serviceperson Operators have a dynamic job as they are exposed to a variety of working conditions and people daily. Serviceperson Operators contribute to the effective operation of the Transportation Services department through the safe operation and maintenance of transit vehicles. Duties include:

- Transporting passengers to designated bus stops along scheduled routes
- Interacting with passengers and responding to customer inquiries
- Pre- and post-trip vehicle inspections

QUALIFICATIONS

Qualifications include a grade 12 education with six (6) months of prior job-related experience, or an equivalent combination of training and experience. Transit driving experience is preferred. Previous commercial driving experience, recent experience directly interacting with the public, and mechanical aptitude are assets. Possession of a valid Class 2 BC Driver's Licence with Air Brake Endorsement is required. Candidates are required to submit an ICBC Driver Factor Report to be reviewed.

SKILLS & ABILITIES

- Strong interpersonal and communication skills including the ability to understand, speak, read, and write English and possess strong comprehension skills including the ability to complete forms.
- Knowledge of safe work procedures.
- Experience with First Aid.

POSITION DETAILS

This is a casual Union position, requiring employees to be available to work when needed, as outlined in the current Collective Agreement between CUPE 401 and the RDN, and based on operational requirements. Work hours vary and include evenings, weekends, and possibly split shifts. Current availability requirements are Monday to Sunday, between 4:30 am to 12:45 am, subject to change based on operational requirements. The (2026) rate of pay is $34.46 - $38.22 per hour, depending on the task performed, plus 10.77% in lieu of benefits including vacation and statutory holidays.

www.rdn.bc.ca
rdncareers@rdn.bc.ca

REGIONAL DISTRICT OF NANAIMO

Job Description

Serviceperson Operator

Transportation Services

Job Summary

The Regional District of Nanaimo (RDN) Serviceperson Operator position contributes to the effective operation of Transportation Services through the safe operation and maintenance of transit vehicles for the purpose of effectively delivering transit service to the public. The Serviceperson Operator demonstrates a customer focused approach when dealing with passengers. This position supports the Transit Department by assisting team members in their duties, as required, to meet service expectations, departmental goals and objectives.

Primary Duties and Responsibilities

DRIVING DUTIES:

Inspections:

- Responsible for pre-trip inspections of assigned bus at the start of each shift and when taking over a bus on the road. Ensures bus is stocked with rider guides.
- Responsible for post-trip bus inspections. When necessary, reports irregularities with motor vehicle performance in the trip inspection book.

Vehicle Operation:

- Operates transit vehicles in all weather conditions and most road situations. Abides by traffic regulations, RDN policies and procedures, and other applicable legislation regarding the safe operation of buses and passenger safety.
- Transports passengers to designated bus stops along scheduled routes.
- Ensures arrival at designated stops along routes within specified time frames.
- Report information and problems impacting transit services such as road blockages, traffic congestion, weather and road conditions to Transit Control.

Customer Interactions:

- Responsible to collect correct fares and issue DayPASS' as requested. Ensures validity of all passes.
- Interacts with passengers in a professional, respectful manner.
- Responds to customer inquiries and complaints as they arise.
- Follow SOPs when dealing with incidents, accidents, and injuries. Immediately report and document.

SERVICEPERSON DUTIES:

Vehicle Servicing:

- Responsible for basic servicing of vehicles including re-fueling of equipment, lubrication, checking oil and coolant levels.
- Installs spare tires and wheels as needed.
- Picks up and delivers parts as required.

Vehicle Maintenance:

- Washes and cleans vehicles inside and out including the cleaning of "bio-hazard buses".
- Cleans transit garage as required.
- Changes fare boxes after each shift.
- Changes advertising material on a regular basis in accordance with advertising guidelines.
- May operate buses associated with general garage work and completing bus change offs out on the route.

RELATED DUTIES:

- Reviews, adheres to, and supports the adherence to safe work procedures in the workplace and generally promotes a safe work environment.
- Performs other related duties, as required.

Job Qualifications

Minimum Requirements

- Legally entitled to work in Canada.
- Ability to understand, speak, read, and write English. Strong comprehension skills including the ability to complete forms.
- Clear criminal record check obtained.
- Ability to pass a comprehensive medical exam related to the demands of the position.
- Willing to work a variety of shifts in a 24/7 operational setting. Split shifts are also a possibility.
- High degree of punctuality and attendance to support a 365 days per year transit operation.

Education/Experience

- Grade 12 education with 6 months prior job-related experience or an equivalent combination of training and experience.
- Transit driving experience preferred.
- Previous commercial driving experience an asset. Mechanical aptitude desirable.
- Recent experience directly interacting with the public an asset.
- Possession of a valid Class 2 BC Driver's Licence with an Air Brake Endorsement.
- ICBC Driver Factor Report identifying driving experience and crash history will be reviewed. Preference will be given to applicants with a lower (favorable) driver factor number.

Skills/Abilities

- Strong interpersonal and communication skills; an ability to deal politely, patiently and courteously with the public. Maintains professionalism even in difficult situations.
- Experience in First Aid.
- Working knowledge of WHMIS regulations and procedures.
- Knowledge of safe work procedures.

Reporting Relationship

Reports to: Manager, Transit Operations.