

## JOB DESCRIPTION

Position Information	
Job Title	Operations Shift Supervisor
Job Grade	

Structural Information	
Department	Operations
Division	Operations
Reports to	Operations Manager

Position of Job					
<input type="checkbox"/> Operational	<input type="checkbox"/> Specialist	<input checked="" type="checkbox"/> Supervisor	<input type="checkbox"/> Middle Management	<input type="checkbox"/> Senior Management	<input type="checkbox"/> Top Management

Person Requirements	
Qualifications:	High School Diploma, G.E.D. or equivalent Post-secondary degree or diploma in related field preferred
<input checked="" type="checkbox"/> AND / <input type="checkbox"/> OR	
Minimum Experience Required:	<ul style="list-style-type: none"><li>• Minimum of 3 years experience in a customer facing and money handling environment</li><li>• Minimum of 1 year experience in a supervisory role</li><li>• Valid driver's license</li></ul>

Core Competencies		
Knowledge	Skills	Attributes
<ul style="list-style-type: none"> <li>• First aid</li> <li>• CPR</li> <li>• Fire</li> <li>• Health &amp; Safety and WHMIS</li> <li>• Transportation of dangerous goods</li> <li>• Traffic control</li> <li>• Toll collection system</li> <li>• Bridge and facilities</li> <li>• HR Policies and procedures</li> <li>• Suicide intervention</li> <li>• Emergency procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Analytical thinking (L3)</li> <li>• Critical judgement (L3)</li> <li>• Developing others (L3)</li> <li>• Interactive communication (L3)</li> <li>• Planning and organizing (L3)</li> <li>• Problem solving (L3)</li> <li>• Resource management (L3)</li> <li>• Results management (L3)</li> <li>• Emergency/crisis management (L3)</li> <li>• Computer literate, including effective working knowledge and skills of MS Word, Excel and e-mail (L2)</li> <li>• Team leadership (L3)</li> <li>• Processing and Recording Financial Transactions (L3)</li> </ul>	<ul style="list-style-type: none"> <li>• Client focus (L3)</li> <li>• Bondable</li> <li>• Business perspective (L3)</li> <li>• Concern for safety (L3)</li> <li>• Adaptability (L3)</li> <li>• Work ethic (L3)</li> <li>• Accountability(L3)</li> <li>• Respect (L3)</li> <li>• Honesty (L3)</li> <li>• Integrity (L3)</li> <li>• Team work (L3)</li> </ul>

Special Requirements/Contextual Variables			
<b>Dimensions:</b> <ul style="list-style-type: none"> <li>• Responsible for the collection of tolls and the safe and efficient flow of traffic and the security of BWBC property.</li> <li>• Responsible for performance evaluations.</li> <li>• Accountable for the Health &amp; Safety of the toll personnel.</li> <li>• Accountable for quality and quantity of the work of the toll personnel.</li> <li>• Accountable for the Toll revenues for the shift – approximately \$30,000-\$40,000.</li> <li>• Responsible for the safety of customers and pedestrians in the Toll area.</li> <li>• Must deal with a variety of complaints, issues and questions from customers.</li> <li>• Must wear a uniform and meet a dress code.</li> <li>• Provide safe crossing for travellers</li> </ul>			
<b>Physical Effort:</b> <ul style="list-style-type: none"> <li>• Requires periods of sitting at a computer terminal</li> <li>• Some walking, standing and driving truck.</li> <li>• Requires lifting of heavy cash drawers, vaults and bins.</li> </ul>	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Rigorous
<b>Physical Environment:</b>	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Rigorous

- Relatively pleasant office working environment.
- Job requires exposure to the elements and high traffic areas.
- Exposed to noise from maintenance operations, trucks
- Assist with snow removal as required

**Sensory Attention:**
☐ Minimal

☒ Moderate

☐ Rigorous

- Requires good listening and interpretative skills and the ability to apply those skills in a practical sense.
- Awareness of surroundings while on bridges and plaza.
- Requires an awareness of activities on the bridge and plaza.
- Decision making accurately and quickly.
- Requires the use of sight and feel while counting money accurately and quickly.
- Continually monitoring traffic surveillance cameras

**Mental Stress:**
☐ Minimal

☒ Moderate

☐ Rigorous

- Dealing with customer complaints and employee issues and concerns.
- Dispensing flammable liquids on bridge in traffic.
- Traffic back - ups cause stress.
- Shift work is involved, all year round including Statutory Holidays and weekends.
- May handle a variety of requests simultaneously
- Dealing with irate customers
- Being responsible for safety of customers
- Having to deal with truck breakdowns on the bridge
- Lack of cooperation from MDOT/CBP/CBSA
- Dealing with large amounts of cash
- Possibility of being robbed
- Arranging staff replacements at short notice due to staff members calling in sick at the last minute
- Monitoring weather conditions such as ice, snow and high winds and acting accordingly to ensure customer safety

## Job Content

**Core Description:** The Operations (Shift) Supervisor is accountable for the supervision of the Toll Personnel to ensure that the tolls are collected safely, efficiently and accurately. The Incumbent is also accountable for traffic control and responding to any emergencies that arise during their shift such as leaks and vehicle breakdowns. This position entails 24 hours continuous operation with responsibility for security of the BWBC facilities.

OUTPUTS	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
1. Supervised Operations	<ul style="list-style-type: none"> <li>• Monitor traffic flow and take appropriate action to correct problems</li> <li>• Initiate emergency response for spills, leaks, accidents, tornados, police requests and stranded motorists</li> <li>• Prepare documentation and collect toll fees with regard to oversized loads</li> <li>• Liaise with stakeholders to coordinate lane closures to accommodate oversized loads</li> <li>• Escort or arrange passage for oversized loads and accept payment via cash , cheque or debit card</li> <li>• Update incoming staff on conditions that could impact operations during their shift such as construction or possible lane closures</li> <li>• Cash out and balance outgoing shift cash trays</li> <li>• Plan daily work</li> <li>• Allocate resources and communicate performance expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent with BWBC policies, procedures and appropriate legislation</li> <li>• Within allocated time frame</li> <li>• Within budgetary constraints</li> <li>• Enforce safety, health, and security rules and protocol</li> <li>• Follow operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all employees during each shift</li> <li>• Stay current on management best practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic flow</li> <li>• Feedback</li> <li>• Number and nature of incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Bridge attendants</li> <li>• Cash room</li> <li>• Traffic control</li> <li>• Security</li> <li>• Visual signage</li> <li>• Lane closures</li> <li>• Stalled trucks/vehicles</li> <li>• CBSA and Broker requirements</li> <li>• Oversized loads</li> <li>• Spills and clean-up</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor surveillance cameras</li> <li>• Conduct regular security inspection/tour to ensure BWBC bridge, plaza and properties are free of security risks</li> <li>• Coordinate lane closures, as necessary</li> <li>• Monitor Duty Free parking area and provide safe road crossing to delivery trucks</li> <li>• Update traffic conditions on BWBC website and twitter</li> <li>• Handle telephonic enquiries or provide information</li> </ul>			
OUTPUTS	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
2. Supervised Staff	<ul style="list-style-type: none"> <li>• Determine staffing levels and assist with recruitment process, if necessary</li> <li>• Conduct new hire orientation</li> <li>• Recommend training and development for staff</li> <li>• Establish and implement policies, goals, objectives, and procedures for department</li> <li>• Plan workflow; prioritize order of work execution, assign specific duties, supervise staff, review progress and quality of service, and coach staff on correct procedures</li> <li>• Supervise, co-ordinate and schedule the activities of staff</li> <li>• Instruct staff on how to handle difficult and complicated transactions</li> </ul>	<ul style="list-style-type: none"> <li>• Drive and foster performance excellence within a culture that is value based, quality driven and team oriented.</li> <li>• Develop and maintained a productive work team by participating in best practices for hiring, training and development.</li> <li>• Maintain a positive work environment for staff consistent with BWBC's culture and values at all times.</li> <li>• Assist with new employee training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.</li> <li>• Manage the morale in the department by setting and demonstrating a strong business ethic for dealing</li> </ul>	<ul style="list-style-type: none"> <li>• Harmonious work environment</li> <li>• # complaints</li> <li>• Feedback from management/staff/customer s</li> <li>• Staff engagement</li> <li>• Employee satisfaction</li> <li>• Work performance</li> </ul>	<ul style="list-style-type: none"> <li>• Bridge attendants</li> <li>• Cash room cashier</li> </ul>

	<ul style="list-style-type: none"> <li>• Resolve work problems and recommend measures to improve productivity and quality of service</li> <li>• Participate in the development of goals and objectives as well as policies and procedures</li> <li>• Make recommendations for changes and improvements to existing standards, policies, and procedures;</li> <li>• Participate in the implementation of approved policies and procedures;</li> <li>• Monitor work activities to ensure compliance with established policies and procedures.</li> <li>• Oversee coordination of training</li> <li>• Discuss performance expectations and record service delivery regularly</li> <li>• Identify areas of improvement</li> <li>• Provide coaching and on-the- job training on a regular basis to address improvement areas</li> <li>• Implement corrective action as necessary to resolve problems or complaints</li> </ul>	<p>with employees and customers</p> <ul style="list-style-type: none"> <li>• Maintain quality service by establishing, following and enforcing organization standards ensuring adequate staff coverage</li> <li>• Consistent with BWBC policies, procedures and appropriate legislation</li> <li>• Within allocated time frame</li> <li>• Within budgetary constraints</li> <li>• Everyone is treated equitably</li> <li>• Build on employee strengths and provided on-the job-training and coaching/mentoring to minimize the effect of inefficiencies</li> <li>• Walk the talk by acting as a role model and demonstrating leadership qualities such as: <ul style="list-style-type: none"> <li>➤ being <i>first</i> at setting the pace, mood and standard of performance</li> <li>➤ being <i>fair</i> by having no favourites, giving credit where its due and taking the heat when necessary</li> <li>➤ being <i>firm</i> by sticking to facts, policies/procedures, reach agreement by explaining all alternatives and consequences</li> <li>➤ being <i>flexible</i> by assuming the best of each staff member, making</li> </ul> </li> </ul>		
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		room for good ideas and admitting when he/she is wrong		
<b>OUTPUTS</b>	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
3. Prepared Schedules	<ul style="list-style-type: none"> <li>• Prepare shift schedules</li> <li>• Allocate resources</li> <li>• Input schedules on Unitime</li> <li>• Verify entries</li> <li>• Approve work schedules bi-weekly for payroll purposes</li> <li>• Update or amend as required</li> <li>• Approve and schedule time off</li> </ul>	<ul style="list-style-type: none"> <li>• Shift distribution provided coverage for all shifts</li> <li>• Shifts were distributed in an equitable manner</li> <li>• Ensured optimal utilization of resources</li> <li>• Consistent with BWBC policies, procedures and appropriate legislation</li> <li>• Within allocated time frame</li> <li>• Within budgetary constraints</li> <li>• Maintain regular and consistent attendance and punctuality</li> </ul>	<ul style="list-style-type: none"> <li>• Optimal staffing levels</li> <li>• Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• shift</li> <li>• vacation</li> <li>• Training</li> <li>• Meetings</li> <li>• Summer students</li> </ul>
<b>OUTPUTS</b>	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
4. Maintained Safe and Secure Environment	<ul style="list-style-type: none"> <li>• Monitor surveillance cameras</li> <li>• Initiate a response to any emergency on the bridge or plaza</li> <li>• Secure unhitched trailers and ensure collection of storage fees</li> <li>• Escort commercial Custom and Immigration Refusals</li> <li>• Push stalled trucks and vehicles out of the way to clear lanes</li> <li>• Assist stranded customers to call for roadside assistance</li> <li>• Transport cross-country hikers and cyclists across the bridge</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent with BWBC policies, procedures and appropriate legislation</li> <li>• Within allocated time frame</li> <li>• Within budgetary constraints</li> <li>• Consistent with safety, health, and security rules and protocol</li> <li>• Pin - lock dropped trailers to secure contents while the load is being cleared</li> <li>• Remain vigilant and aware of activities on the bridge and plaza</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback</li> <li>• Number and nature of incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Bridge</li> <li>• Plaza</li> <li>• Surrounding property</li> <li>• Oversized loads</li> <li>• Parking areas</li> <li>• lanes</li> </ul>

	<ul style="list-style-type: none"> <li>• Advise and redirect local pedestrians and cyclists</li> <li>• Monitor access to the Duty Free shop</li> <li>• Conduct regular security inspection tours</li> <li>• Monitor grounds and bridge for freezing patches and snow build-up</li> <li>• Respond to incidents</li> </ul>			
<b>OUTPUTS</b>	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
5. Performed Financial Duties	<ul style="list-style-type: none"> <li>• Exchange boxes of coins for cash from Currency Exchange</li> <li>• Balance toll tokens with Currency Exchange</li> <li>• Track and reconcile all vouchers and token inventory</li> <li>• Balance total money and prepare deposit, when necessary</li> <li>• Cash out and balance bridge attendants' cash trays</li> <li>• Sell tokens to public</li> <li>• Collect revenue for escorts, storage fees and oversized loads</li> <li>• Record transactions</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent with BWBC policies, procedures and appropriate legislation</li> <li>• Within allocated time frame</li> <li>• Within budgetary constraints</li> <li>• Follow all cash management policies and ensure proper cash management practices are followed by shift team</li> </ul>	<ul style="list-style-type: none"> <li>• Balanced cash</li> <li>• feedback</li> </ul>	<ul style="list-style-type: none"> <li>• token rolls</li> <li>• vouchers</li> <li>• cash</li> <li>• foreign currency coins</li> </ul>
<b>OUTPUTS</b>	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
6. Performed Ad Hoc Duties	<ul style="list-style-type: none"> <li>• Receive and analyze request or enquiry</li> <li>• Determine course of action</li> <li>• Inform relevant stakeholders</li> <li>• Provide relevant service or solution</li> <li>• Collect and deliver daily collector ,traffic, charge account, cash summary and</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent with BWBC policies, procedures and appropriate legislation</li> <li>• Within allocated time frame</li> <li>• Within budgetary constraints</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance issues</li> <li>• Bio hazard waste</li> <li>• CBSA and Broker requests</li> <li>• Reset alarms</li> <li>• Provide access to TIC for after hour meetings</li> <li>• Boosting trucks/vehicles</li> </ul>



	<ul style="list-style-type: none"> <li>gantry system reports to Administration</li> <li>Attend meetings</li> <li>Distribute daily traffic statistics between US and local stakeholders</li> <li>Distribute daily mail across plaza</li> <li>Maintain and order office supplies and uniforms</li> <li>Coordinate training</li> <li>Maintain attendance records</li> <li>Perform any miscellaneous duties as requested</li> <li>Maintain and update records of vehicles using the plaza parking area.</li> <li>Assist when currency exchange customers are experiencing problems with debit/credit machines after hours</li> <li></li> </ul>			<ul style="list-style-type: none"> <li>Call 911, ambulance, tow-trucks</li> <li>Attempted suicides</li> <li>Inventory</li> <li>Check plaza parking areas</li> <li>Mail</li> <li>Light maintenance and cleaning of counting equipment</li> </ul>
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