

**Investigator****Requisition ID:** 2501**Number of Vacancies:** 2.00**Department:** Diversity and Human Rights**Salary Information:** \$83,246.80 - \$104,067.60**Pay Scale Group:** 9SA**Employment Type:** Regular**Weekly Hours:** 35, **Off Days:** Saturday & Sunday**Posted On:** July 17, 2020**Last Day to Apply:** August 9, 2020**Reports to:** Manager - Fare Inspector & Special Constable Complaints Office

The Toronto Transit Commission (TTC) is North America's third largest transit system and has been recognized as one of the top places to work in the GTA. Guided by a forward-thinking strategic plan, and a commitment to enhancing public confidence and trust in its services, the TTC's vision is to be a transit system that makes Toronto proud. The TTC's recruitment efforts are directly aligned to its mission of providing "a reliable, efficient, and integrated bus, streetcar and subway system that draws its high standards of customer care from our rich traditions of safety, service and courtesy."

The TTC is establishing a new Fare Inspector & Special Constable Complaints Office to ensure enhanced oversight, accountability and transparency in the TTC's public complaint processes and investigations involving the conduct and/or services of the TTC Special Constables and Fare Inspectors. The TTC is looking for two Investigators to join the team.

General Accountability

The Investigator in the TTC Fare Inspector and Special Constable Complaints Office conducts impartial and unbiased investigations into complaints involving TTC Fare Inspectors and Special Constables ("FISC"), including alleged contraventions and/or violations of TTC and/or Special Constables Services and Revenue Protection ("SCSRP") policies, procedures, standards and related legislation, ensuring investigations are conducted in a fair, and thorough manner. The Investigator reviews, investigates, analyzes and resolves complaints, including conducting mediations and other methods of conflict resolution as appropriate.

Key Job Functions

- Investigates, analyzes and resolves complaints involving the conduct and/or services of FISC, including but not limited to, alleged contraventions and/or violations of TTC's policies and/or the

SCSRP departmental policies, procedures and standards in a timely, thorough and fair manner in accordance with investigation regulations, rules, policies and best practice.

- Receives and reviews complaints involving FISC from various sources, including but not limited to, TTC Customer Service Centre, management, members of the public, external stakeholders.
- Follows up with the Complainants to obtain all relevant information and documentation.
- Uses a variety of communication skills including strategies to effectively communicate with persons who may be distressed as a result of an alleged incident.
- Conducts research including identifying applicable legislation, case law, regulations, TTC policies or procedures and making focused inquiries to identify opportunities for potential resolution or to make recommendations on the disposition of complaints.
- Identifies cases for potential early or alternative dispute resolution (ADR) methods and facilitates same, using a variety of effective conflict resolution strategies.
- Conducts thorough and objective investigations of complaints with a focus on fact-finding, fairness, timelines and attention to detail.
- Writes detailed, high quality investigation reports which include a clear review of the facts and evidence of the case, an objective and well-reasoned assessment of the evidence and credibility analysis of the parties, factual findings and detailed analysis of applicable TTC policies and legislation.
- Recommends appropriate disposition of complaints according to an objective, impartial and evidence-based analysis of the issues.
- Prepares clear and cogent correspondence and documentation, communicating the substance of the complaint, identified issues and rationale for the assessment and disposition of the complaint.
- Communicates the results of the investigation to the parties, including providing a written summary of findings.
- Promotes a respectful work and service environment that supports diversity, inclusion, and is free from harassment and discrimination. Provides leadership in the development and implementation of inclusive and accessible policies, programs and/or services for employees and customers in accordance with TTC's commitments and obligations under the Ontario Human Rights Code (OHRC) and Related Orders, the Accessibility for Ontarians with Disabilities Act (AODA), and TTC's policies.

Skills

- Demonstrate specialized expertise and knowledge in the assigned field
- Understand and apply relevant laws and regulations
- Conflict resolution experience
- Create and deliver presentations and reports in various formats
- Gather information and conduct research
- Use office technology, software and applications
- Apply analytical skills
- Communicate in a variety of mediums

Education and Experience

- Completion of a diploma program or post-secondary degree in a field related to one or more of the following: Law, Diversity and Human Rights, Labour Relations, Social Work, Sociology, Social Justice, Criminology, Public Administration, or a related field, combined with demonstrated extensive directly related work experience in conducting workplace investigations and conflict resolution.

Additional Requirements

- Thorough knowledge of the Ontario Human Rights Code, the Anti-Racism Act, the Mental Health Act, the Provincial Offences Act, TTC By-law #1, the Human Rights Tribunal of Ontario's procedures, the Occupational Health and Safety Act, the Accessibility for Ontarians with Disabilities Act and other relevant federal, provincial and municipal legislation combined with a good knowledge of equity principles and jurisprudence related to human rights, diversity and inclusion issues.
- Knowledge, involvement and familiarity with the history of and barriers faced by racialized, Indigenous and Black communities due to racism and anti-Black racism issues of equity and systematic change.
- Investigation experience, including complaint intake and assessment, gathering evidence, analysis and report writing.
- Recent experience in workplace conduct and human rights investigations in an independent, oversight function, as well as thorough knowledge of, and experience in, alternative dispute resolution (conciliation/mediation/negotiation) techniques.
- Demonstrated experience preparing high quality detailed investigation reports dealing with individual and systemic issues and applying relevant policies and legislation.
- Excellent judgement and objectivity supported by strong analytical, problem solving skills and case management skills.
- Strong relationship/interpersonal skills and ability to gain credibility at all management levels to impact and influence decisions and affect actions.
- Excellent organizational, administrative and time management skills.
- Strong communication skills and interpersonal skills, including the ability to deal with issues of a sensitive and confidential nature. Ability to work under high stress and pressure and handle highly sensitive and confrontational issues and emotionally charged situations.
- Demonstrated ability to work independently and in a team environment.
- Demonstrated commitment to customer service and quality principles in service delivery and application of procedural fairness.

To find out more about the TTC and to apply online, by **August 9, 2020**, please visit www.ttc.ca/jobs, click on "current employment opportunities" and enter **Requisition ID 2501** in the search field.

We thank all applicants for their interest but advise that only those selected for an interview will be contacted.

The TTC is committed to fostering a positive workplace culture with a workforce that is representative of the communities it serves. Committed to the principles of diversity and inclusion, the TTC encourages applications from all qualified applicants. Accommodation is available for applicants, including those with disabilities, throughout the recruitment process. Please contact Human Resources - Employment Services at 416-393-4570.

The TTC's Employment Policy prohibits relatives of current TTC employees from being hired, assigned, transferred or promoted into positions, where there is a conflict of interest due to relationship. Should you be selected for an interview, you will be required to disclose the name, relationship, and position of any relative who is a current TTC employee.