



Fare Inspector & Special Constable Complaints Office

Requisition ID: 2502

Number of Vacancies: 1.00

Department: Diversity and Human Rights

Salary Information: \$107,616.60 - \$134,579.80

Pay Scale Group: 11SA

Employment Type: Regular

Weekly Hours: 35 **Off Days:** Saturday & Sunday

Posted On: July 17, 2020

Last Day to Apply: August 9, 2020

Reports to: Head, Diversity and Human Rights

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 TTC Special Constables and Fare Inspectors. The TTC is looking for a Manager to join the team.

General Accountability

The Manager, Fare Inspector & Special Constable Complaints, will lead and oversee a team of investigators in the TTC Fare Inspector & Special Constable Complaints Office (the Office"). The Office is intended to conduct impartial and unbiased investigations into allegations/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 neutral, fair, and thorough manner. The Manager will also be responsible for providing recommendations arising out of investigations on the strategies, policies and actions to senior management and/or the TTC Board with the goal of enhancing the effectiveness of SCSRP's customer service in support of TTC's equity and human rights programs.

Key Job Functions

- Implements investigative frameworks, protocols, policies and procedures for the Office, providing recommendations around changes to the protocols and procedures to ensure an impartial and unbiased approach to investigations of complaints
- Leads a team of professionals, managing all aspects of investigations, including complaint intake, review, coordination, analysis, and drafting of the Office's investigative reports
- Prepares and is responsible for annual public reporting and other periodic reporting on complaint investigations to TTC Executives, the TTC Board, and City Council.
- Reviews and provides recommendations on TTC's SCSRP's programs and policies enhancements to promote equitable, inclusive, respectful and harassment, discrimination and violence-free customer service.
- Prepares and/or oversees the creation of reports related to TTC's complaints statistics, trends analysis and results of complaint investigations involving Special Constables and Fare Inspectors for its annual public report and other periodic reporting to TTC Executives, Toronto Police Services Board and the TTC Board,
- Liaises with internal and external stakeholders and community groups with respect to issues regarding TTC SCSRP's public complaint procedures and investigations
- Develops and delivers education and/or training on the FISC public complaint procedures.
- Oversees informal resolutions including mediations and other methods of alternative dispute resolution.
- 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 Anti-Racism Act, 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
- Experience in developing/drafting investigative plans, gathering evidence, interviewing and report writing is required
- Create and deliver presentations in various formats
- Use office technology, software and applications
- Plan and organize activities / projects to meet section and organizational goals
- Manage conflict

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

- Strong understanding of the legal environment as well as thorough knowledge and demonstrated ability to interpret and apply the Ontario Human Rights Code, the Anti-Racism Act, the Criminal

Code of Canada, the Mental Health Act, the Provincial Offences Act, TTC By-law #1, the Human Rights Tribunal of Ontario 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 strong knowledge of equity, and diversity 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 systemic change.
- Extensive/effective interviewing, investigative and research skills, report writing and presentation skills.
- Experience in developing and implementing complaint investigation and resolution frameworks, strategies, policies, procedures and recommendations.
- Experience in workplace conduct and human rights investigations, including in an oversight function, as well as thorough and extensive knowledge of, and experience in, alternative dispute resolution (conciliation/mediation/negotiation) techniques.
- Demonstrated experience preparing high quality detailed investigation reports dealing with individual and/or 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 with management at all levels, different levels of government as well as different stakeholder groups.
- Excellent organizational, administrative and time management skills.
- Strong communication skills (both verbal and written) 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 ability to effectively lead and motivate a team of staff.
- Demonstrated commitment to equitable and accessible customer service, and the 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 2502** 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.