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Communications Controller

Why join us?

SNC-Lavalin provides cutting-edge engineering, procurement, construction and financing solutions to projects in more than 100 countries around the world. From the Canadian Arctic to the Southern African region and Australasia, our multicultural workforce is driven by a fierce pride in their work and a pioneering vision.

SNC-Lavalin is truly a global leader in its field and has been chosen to design and build some of the most prestigious projects in the world.

Reporting to the Duty Manager, the position of the Communications Controller is primarily focused on providing centralised information and assistance to Canada Line passengers and staff from the Control Room. This role is required to be very proactive by acting independently to situations as they arise, while remaining part of a team of staff who are responsible for service delivery.

The Communications Controller provides high quality passenger information using the Public Address (PA) and Passenger Information Displays (PIDS) and responds to alarms and requests for information or assistance from passengers and staff on the Canada Line. The incumbent also monitors and controls the CCTV system routinely and responds as required to any incidents that are observed or reported. The Communications Controller liaises with the Emergency Response Agencies when necessary in response to incidents on the Canada Line including calls for medical assistance and police assistance. Additionally, this position monitors and controls several E&M systems at stations including elevators, escalators, station grills and Fare Gates.

When on duty the Communications Controllers are assigned to either the Communications Workstation or the Fare Gate Workstation. When working at the Fare Gate Workstation the Communications Controller's primary responsibility is the monitoring and control of the Fare Gate system and responding to passenger calls from the stations in relation to Fare Gates and the Compass Card.

If you are interested, please apply at <https://careers.snclavalin.com/job/communications-controller-in-richmond-jid-30381>

SAFETY CRITICAL POSITION

This position is **safety critical**. Fitness for duty is a requirement of the position.

How will you contribute to the team?

To perform this role successfully, the candidate will be responsible for but not limited to the following:



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- Provide high quality passenger information via Passenger Information Displays and public address announcements.
- Respond to emergency calls generated from stations and trains.
- Respond to passenger assistance and information requests from stations and trains.
- Dispatching staff to assist passengers.
- Transferring Fare Gate and Compass related card calls from passengers to the appropriate call center when required.
- Monitor and operating the CCTV system.
- Assist Duty Manager with response to Guideway and Walkway intrusion alarms by reviewing CCTV and identifying cause of the intrusion.
- Monitor and operating SCADA E&M systems at stations (Escalators, elevators, station grills).
- Monitor and operating Fare Gate system.
- Reporting failed station and Communications workstation equipment.
- Advise all staff of emergencies, failures and activities affecting the communications workstation.
- Contact and liaison with Emergency Response Agencies including police, fire and ambulance.
- Operate Central Emergency Stop Buttons when a trespasser is seen entering the Guideway.
- Answer general telephone calls to the Control Room and directing them to the appropriate workstation.
- Assist other workstations in emergency situations as required.
- Maintain the technical knowledge necessary to execute all control functions that the incumbent has been trained in.
- Maintain a current and thorough knowledge of and adhere to all Canada Line Rules and procedures.
- All other related duties as directed by the Duty Manager.

Safety responsibilities -

- Monitor stations via CCTV and respond to incidents.
- Assist the Duty Manager with response to Guideway and Walkway intrusion alarms.
- Operate the Central Emergency Stop Buttons if needed.
- Respond to passenger alarms from stations and trains.
- Respond to calls for assistances from passengers and staff on the Canada Line.
- Abide and work to all Canada Line Rules, Procedures and operating restrictions at all times.

What will you contribute?

- Have excellent literacy and verbal communications skills in English.
- Be capable of learning and implementing operating procedures for normal, abnormal and emergency conditions of the railway.
- Be capable of conducting a radio test.



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- Demonstrated ability to work well independently and as part of a team.
- Ability to understand technical information and relay it in a manner that is clearly understood by others.
- Ability to manage conflicting priorities, make sound decisions, and explain their decision making process.
- Recognize levels of responsibility and accountability.
- Understand the importance of a no blame culture.
- Experience in a role that had a number of defined priorities and objectives.
- Demonstrated ability to work well in a stressful environment.
- Demonstrated attention to detail, and a willingness to follow policies and procedures.
- Ability to impart knowledge on others including on the job training.
- A combination of education and experience may also be considered.

Required –

- Ability to pass a company aptitude test and medical; colour perception, visual acuteness, hearing and impairment screening.
- Ability to correctly analyze a situation and respond appropriately.
- Ability to articulate clear public address announcements and radio calls.
- Must be available to work 7 days per week, including weekends and holidays on a 24 hour shift basis.

Preferred –

- Previous exposure to a railway or control room operations.
- Excellent report writing skills.
- Public Address or public speaking experience.
- Computer skills – able to work easily with the Microsoft Office Suite.
- Experience working in a regulated environment.
- Knowledge of other transport systems and the railways in the surrounding area.
- Experience working shifts.
- Previous education and leadership experience.
- Experience working in a safety-critical environment.

Environmental aspects –

This role has no Significant Environmental Aspects associated with it but the incumbent is expected to follow Company Policy relative to all matters pertaining to the environment.

What we offer at SNC-Lavalin:

At SNC-Lavalin, you will enjoy competitive compensation, a safe and healthy work environment, and a full range of benefits (ie.: group insurance, retirement savings plan, share purchase plan, continuing education program, etc.).

Hourly Rate of Pay:



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- Training Rate at Hire: \$32.44 per hour
- Qualified Rate after Training: \$38.16 per hour

Are you up for this challenge? Apply today and join our team to help engineer a Better Future for our Planet and its People.

The masculine gender is used only to simplify the wording.

At SNC-Lavalin, we seek to hire individuals with diverse characteristics, backgrounds and perspectives. We strongly believe that world-class talent makes no distinctions based on gender, ethnic or national origin, sexual identity and orientation, age, religion or disability, but enriches itself through these differences.

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By submitting your personal information to SNC-Lavalin, you confirm that you have read and accept our Privacy Notice.

Founded in 1911, SNC-Lavalin is a fully integrated professional services and project management company with offices around the world dedicated to engineering a better future for our planet and its people. We create sustainable solutions that connect people, technology and data to design, deliver and operate the most complex projects. We deploy global capabilities locally to our clients and deliver unique end-to-end services across the whole life cycle of an asset including consulting, advisory & environmental services, intelligent networks & cybersecurity, design & engineering, procurement, project & construction management, operations & maintenance, decommissioning and capital – and delivered to clients in key strategic sectors such as Engineering Services, Nuclear, Operations & Maintenance and Capital. News and information are available at snclavalin.com or follow us on [LinkedIn](#) and [Twitter](#).