

This Vacancy is open to Employees of the City of Johannesburg, Metrobus and External Applicants
Publication Date: 13 August 2024
Closing Date: 26 August 2024



WE HAVE AN EXCITING CAREER OPPORTUNITY FOR:

**SUPERVISOR: ROUTE INSPECTION – CS
PERMANENT EMPLOYMENT CONTRACT POSITION
SALARY GRADE: C4**

APPLICATION REQUIREMENTS

- Complete the online job application form and attach all relevant and updated documents (Certified Qualification/s/Certificates, ID, and CV).
- Applicants should take note that they can be required to provide proof of original documents during the selection process.
- You will be requested to provide a brief description of your work experience relating to the vacancy.
- Applicants with membership to professional bodies need to provide a membership number and expiry date.
- If you are an internal applicant, your employee number will be required.
- Applicants are advised to use Google Chrome when applying for Metro Bus positions.

DISCLAIMER

- The MetroBus is currently recruiting and will not demand payment in any form for any job placement.
- The Metro Bus applies the principles of employment equity as per the National legislation and policy guidelines and will consider designated groups in line with these requirements. We are an equal opportunity employer.
- By submitting your application for a position at the Metro Bus, you are consenting that the personal information submitted as part of your application may be used for the purposes of the Recruitment and Selection and related process only.
- Metrobus reserves the right not to fill the position.

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DEPARTMENT:



City of Johannesburg
Metropolitan Bus Services SOC LTD

Transportation House
1 Raikes Road
Braamfontein

PO Box 1787
Johannesburg
South Africa
2000

Tel +27(0) 11 403 4300
Fax +27(0) 11 403 2000

Corporate Services

DESIGNATION:
REMUNERATION:
LOCATION:

Supervisor: Route Inspection x3
Grade C4
Metrobus – Head Office

Purpose: To oversee all aspects of Route security, Revenue collection and Bus Operator behaviour on the Company's buses and administer all applicable policies and procedures of the Route Inspectorate section.

Essential Requirements:

- Grade 12 Certificate
 - 3- year post Matric Diploma (NQF Level 6): Transport/ Related studies.
 - Minimum Code B Drivers' License
 - 5 years of experience at Junior Management level in Road Transport Bus Operations Industry /Law enforcement in the following sectors:
 - Public transportation
 - Logistics and Transportation
 - Security and Inspection
- Must have effective knowledge of the City of Johannesburg Geographical areas.
Willingness to work flexi-hours.

Key performance areas

- 1. Responsible for Supervision of Route Inspection and monitoring of Metrobus operations through execution of, but not limited to the following:**
 - Supervision of allocated inspection teams on the routes covered by Metrobus.
 - Ensuring compliance with all road safety regulations and encouragement of positive bus driver behaviour.
 - Ensuring safety of all inventories allocated to Route Inspection section.
 - Handling conflict situations that may arise from inspections of company's buses during routine inspections.
 - Provide first line customer service and preserve the image of Metrobus.
 - Refer all investigations to the Officer Route inspections.

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- Interfacing positively with customers and members of the public.
- Ensures that passengers without valid travelling tickets are handled in accordance with Metrobus policies and Protocols.
- Where required, drives along bus routes to detect, and record incidents and potentially hazardous conditions to buses and commuters.

2. People Management.

- Schedule shift and submit to the line manager.
- Allocate routes to inspectors.
- Prepare routes plans and submit to line manager.
- Supervise the inspection of buses/ Transportation of special projects such as hired buses.
- Manage and ensure adequate supply and capacity of inspector teams.

Responsible for performance of Administration related functions such as but not limited to the following:

Records management in own section in accordance with procedures and regulations.

Compilation of reports for submission to relevant authorities.

Ensuring compliance to and adherence to daily/monthly administrative functions such.

Core Competencies:

People Management	<ul style="list-style-type: none"> ▪ Training and Development of own team. ▪ Performance management of own team. ▪ Diversity Management ▪ Employee Relations Management ▪ Dispute Management
Customer care and stakeholder relations management	<ul style="list-style-type: none"> ▪ Communication skills, namely ability to listen, understand and respond to internal and external client complaints and requirements. ▪ Time management. ▪ Customer related conflict resolution. ▪ Adaptability. ▪ Relationship building. ▪ Service Delivery Management.

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Core Competencies:

- Strong organizational and time management skills.
- Always maintain business confidentiality.
- Excellent communication and interpersonal skills (Written and verbal at all levels).
- Strong People Management skills:
 - Ability to lead, motivate, and train inspector personnel.
 - Conflict resolution and problem-solving abilities
- Communication and interpersonal skills.
- Analytical and problem-solving skills.
- Collaboration and stakeholder engagement.
- Inspectorate Knowledge:
 - Understanding of inspectorate principles, protocols, and regulations.
- Risk Management:
 - Identification, assessment, and mitigation of inspectorate risks.
 - Development of risk management plans and procedures
- Communication and Coordination:
 - Effective communication with inspectorate personnel, stakeholders, and emergency responders
 - Coordination with other departments and agencies (e.g., law enforcement, fire)
- Compliance and Regulatory:
 - Knowledge of relevant laws, regulations, and standards (e.g., OSHA, Traffic regulation)
 - Ensuring compliance with inspectorate policies, procedures, and protocols
- Crisis Management:
 - Ability to respond to and manage inspectorate incidents and emergencies
 - Development of crisis management plans and procedures
- Technology and Systems:
 - Familiarity with security software, hardware, and systems (e.g., access control, CCTV)
 - Ability to troubleshoot technical issues and optimize system performance
- Training and Development:
 - Development and implementation of inspectorate training programs
 - Ensuring inspectorate personnel are trained and competent.
- Incident Investigation:
 - Ability to investigate inspectorate incidents and accidents.
 - Identification of root causes and implementation of corrective actions.

The successful candidate will be required to enter both a permanent employment contract as well as an annual performance contract with the entity.

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Declaration of Financial Interest

On assumption of employment, the successful applicant will make, in the manner prescribed by the entity and to the extent required by the entity, disclosure of financial interest.

Psychometric testing and Security Vetting

The entity's recruitment process includes psychometric testing in relation to the competency requirements and key performance areas of the position. Candidates will be required to undergo psychometric testing. Candidates will also be required to undergo security vetting.

NB: all foreign acquired qualifications must be SAQA accredited.

LOCATION: METROBUS HEAD OFFICE (Braamfontein)

Certified Application documents and CVs must be submitted online by clicking the allocated link below for this position. The online application form is available on the Metrobus Website; Metrobus Intranet; X (Tweeter); COJ Website; Facebook and LinkedIn.

APPLICATIONS MUST BE ACCOMPANIED BY CERTIFIED COPIES OF IDENTIFICATION DOCUMENT; DRIVER'S LICENSE AND QUALIFICATIONS. FAILURE TO COMPLY WILL RESULT IN IMMEDIATE DISQUALIFICATION.

To apply for the Supervisor: Route Inspection position please click the link below:

<https://share-eu1.hsforms.com/16pQw1arATzW1eGRFYbVMNwew554>

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NB: All applicants who meet the above-mentioned requirements are encouraged to apply. Metrobus is an equal opportunity affirmative action employer. The company will prioritise the employment of women; Youth; People with disabilities and those that will improve its Employment Equity profile.

Telephonic enquiries: Ms Bridget Mavuso - (Cell 083 702 4251)

Email enquiries only: Recruitment@mbus.joburg.org.za

Closing date: 26 August 2024

Not later than (16:00)

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