

**Student Transportation Services of Waterloo Region (STSWR) Inc.** has been established as a consortium for the purposes of planning, managing, and providing pupil transportation for approximately 34,000 elementary and secondary students across two school boards in the Region.


STSWR is hiring a Transportation Planner to join our team and play a key role in planning and maintaining student transportation services across the region. This position is critical to ensuring safe, efficient, and responsive customer-focused service for students, families, and schools. Delivering high-quality customer service is a central component of this role, as you will regularly interact with a wide range of stakeholders and support them through both routine and complex transportation needs.

- **Positions Available:** 1 Full time, permanent position
- **Hours:** 35 hours per week
  - Core hours are 9:00 a.m. to 5:00 p.m., Monday to Friday, with summer flex hours that include Fridays off in July and August. This role offers limited remote work, with the majority of time required in the Kitchener office.
- **Rate of Pay:** \$35.07 to \$41.99 per hour with comprehensive benefits and a defined benefits pension plan.
- Successful candidates must have their own reliable transportation to and from the office. STSWR is located on GRT Route 34 – Bingemans (Stop # 3459 – 540 Bingemans Centre Dr).

### **Qualifications**

- Post-secondary diploma or degree in GIS, Logistics, Planning, or a related field
- Excellent verbal and written communication skills. Must be comfortable engaging with a wide range of stakeholders
- Proven experience handling sensitive or complex service interactions by phone and email
- Ability to remain calm, professional, and solution-focused under pressure, including during urgent or emergency situations
- High responsiveness in time-sensitive events with sound judgment and thorough documentation
- Quick learner with the ability to absorb technical and procedural information
- Experience with BusPlanner or similar transportation routing software is strongly preferred

### **Key Responsibilities**

- Make a positive difference in students' lives by planning safe and efficient transportation between home and school
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## Student Transportation Services of Waterloo Region (STSWR)

- Create, update, and maintain student transportation routes that meet safety, efficiency, and policy requirements
- Communicate regularly with parents, schools, and transportation providers to resolve routing concerns, explain procedures, and coordinate solutions, with a strong emphasis on clear, respectful and responsive customer service
- Respond to service-related concerns and challenging situations by phone and email with professionalism, empathy, and clarity. This includes managing emotionally charged conversations with frustrated parents, drivers, and school staff, while striving for positive and timely resolutions
- Act as a key point of contact for transportation inquiries, ensuring concerns are acknowledged, addressed, and followed through to completion
- Verify and maintain accurate student records, route data, maps, school boundaries, and operational statistics
- Analyze routing performance and use GIS, BusPlanner, and other planning tools to develop improvements and optimize service

### **Please Note:**

References will be contacted for candidates selected to move forward in the hiring process.

**Please forward your resume to [careers@stswr.ca](mailto:careers@stswr.ca) by 4:00 p.m. on July 15, 2026.**

STSWR is committed to fair and equitable hiring practices that allow us to hire qualified staff who reflect the diversity of the community we serve, who will foster the success and well-being of our students and who demonstrate a commitment to equity and inclusion in our workspaces.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples;
- members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin;
- persons with visible and/or invisible (physical and/or mental) disabilities;
- persons who identify as women; and
- persons of marginalized sexual orientations, gender identities, and gender expressions.

We will make any appropriate accommodation based on any of the human rights protected grounds, to support candidate participation in the hiring process.

