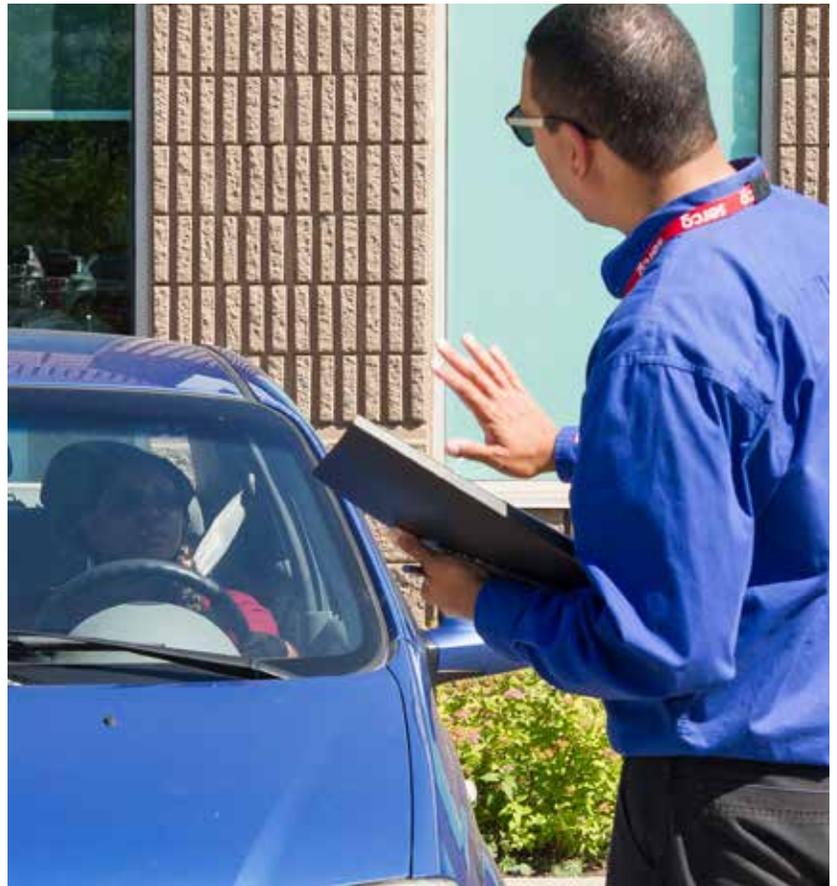


Now Hiring: Serco Canada Driver Examiners



Learn, develop, and realize your potential.
See your ideas in action. Make a real difference to people's lives.

At Serco, we are all service delivery specialists. We have a passion for delivering great service, which is why the first thing we look for is the right attitude: the drive to make a difference, the ability to see the bigger picture, the interest to look beyond the obvious, and the willingness to go the extra mile.



Evaluating Applicants, Ensuring Road Safety



Every day is different at a DriveTest Centre. There are over a dozen driver licence types to administer, each with their own requirements, policies, and legislation. Drivers, driving schools, driving conditions, and vehicles also vary.

Whether a driver examiner is processing a transaction, evaluating a road test applicant, delivering results, or filing paperwork, the work is dynamic, interesting, detail-oriented, and exhilarating. The job does have its challenging moments – it entails occasionally delivering bad news, working in extreme weather, getting in and out of vehicles repeatedly, conquering language barriers, and serving anxious customers. But, if you ask a current driver examiner, the negative aspects of the job are outweighed by the reward of seeing a customer achieve a major life milestone.

Driver examiners are vital members of the driver examination services team formed to ensure Ontario's roads are safe. First and foremost, driver examiners help customers navigate the steps of the driver licensing process by evaluating driver skills, providing suggestions for improvement, and answering questions. Upon closer examination, the role of the driver examiner involves completing dozens of tasks regularly:

- Staying current on all relevant driver licensing policies, legislation, and regulations.
- Carefully observing applicant abilities in the mechanics and handling of vehicles, compliance to traffic laws, and safe driving practices; determining the fitness, competency, and knowledge according to preset criteria.
- Providing examination results and details regarding errors and areas requiring improvement.
- Completing paperwork and entering data related to road tests.

- Following precise identification, data entry, and verification procedures when issuing licences.
- Processing licence changes, including those from other countries and provinces, according to policy.
- Collecting applicable fees and managing stock, as required.
- Investigating and resolving problems or errors, and initiating corrections.
- Assisting with administration, reporting and statistics, and continuous improvement projects, as assigned.

Communicating effectively, showing empathy, solving problems, and remaining calm and professional no matter what happens during a road test are the keys to becoming a Serco service delivery specialist.

Meeting Customer Demand, Matching Schedules and Locations

Serco driver examiners are extraordinarily flexible — not only in terms of the types of tasks they complete but in terms of working hours and locations. In Ontario, the driver examination services business is largely a seasonal one (summer is our busy season), and hours vary based on customer demand. Most DriveTest Centres are open 8:30 am to 5:00 pm, Monday to Friday (although some are open Saturdays), but employees may be assigned a variety of shifts during that timeframe. Location assignments are also based on customer demand, with driver examiners typically based out of one office but occasionally asked to work at other nearby offices.

Training Employees to Excel, Compensating Competitively

Serco Canada driver examiners are paid competitively and receive a comprehensive benefits package. But, our compensation goes beyond wages. Driver examiners receive a total of 15 paid days of classroom, in-vehicle, and on-the-job training initially. During training, they review licensing criteria, driver examiner standards, collision awareness and avoidance skills, vehicle inspection techniques, and so on. If required, driver examiners also take on customer service agent duties and receive the associated training. For both positions, refresher training is provided periodically.

Searching for People with Strong Skills, Finding People with Passion

The name Serco is an abbreviation of "The Service Company." A flexible applicant with a spotless Class G driver's licence (or higher), computer skills, experience delivering excellent customer service (in English and/or in French), exposure to office and business administration, and a drive to genuinely help people is a welcome candidate.

Visit the Serco Canada Careers Website to Learn More!

www.sercocareers.ca