



Seniors Bus Program Coordinator - Job Description

For Catholic Action Montreal (CAM)

Made possible through the financial support of The Grace Dart Foundation:



Posting Date: Friday, April 24, 2026

Deadline: Monday, May 11, 2026

About Catholic Action Montreal

Catholic Action Montreal is a not-for-profit registered charitable organization dedicated to service & social justice.

Our mission is to activate the gifts and talents of the catholic community in service of our less fortunate neighbours in Montreal living in marginalized communities. Communities like: our seniors; asylum seekers; refugees; people with mental health challenges; addictions; people struggling with homelessness and financial insecurity, to name a few examples.

To help these people, we partner with individuals; parishes; and other charities to respond to expressed needs through volunteer coordination, and/or to incubate & launch new projects & programs that directly address the many needs of the people we serve.

Role Summary

Through the community round table we co-founded in 2020 called the One Voice Coalition, Catholic Action Montreal (CAM) became aware of the struggles of our seniors living in residences and assisted living homes experiencing isolation. To help fight senior isolation, we partnered with the New Hope Senior Center in 2021 to provide coordination support to launch the Senior Bus Program in partnership with New Hope. In early 2025, we took over full ownership of the mini-bus from New Hope and are now full owners operators of the Senior Bus Program serving close to 20 partner organizations.

The senior bus program is a 21 seater bus service we offer primarily but not exclusively to seniors centres & senior residences to provide them with accessible group transportation at below market costs. The low cost of the bus services allows our partners to organize many trips a year for the seniors they serve, helping to break the isolation their seniors would otherwise experience and live a better quality of life. Our bus service is also made available to: charities serving other communities like adults with mental health challenges & disabilities; catholic parishes; and other local churches.

The Senior Bus Coordinators role will be to schedule and oversee all the activities of the bus program. A person excelling in this role will balance respectful and empathetic relationship management of our partner organizations using the bus & volunteers driving the bus, with a thorough management of the administrative work involved. The Senior Bus Coordinators job is not simply to manage a bus schedule, but more importantly to build and nurture Catholic Actions relationship with our partners organizations serving seniors, as well as, to accompany our volunteer drivers in this ministry of service to help make their experience as drivers a life giving fruitful one. To accomplish these goals the Senior Bus Coordinator must have excellent interpersonal skills & communication skills.

The Senior Bus Coordinator who reports directly to the Executive Director, will be the primary person responsible for delivering the senior bus program services to the community.

Key Responsibilities

- Receive incoming email & phone requests for bus services and respond to all requests within 1 business day or less.
- Send out the bus request & waiver documentation to each requesting organization.
- Verify that submitted requests are correctly complete and contact requesting organizations to fill in any missing information or to resubmit documentation if necessary.
- Upload bus requests in the Bus Google calendar and send Google calendar invitations for the bus trips to our team of volunteer bus drivers.

- Manage the dashboard excel spreadsheet tracking all the important details of the trip and the transactions with the requesting organizations and drivers.
- Once one of our volunteer drivers accepts the bus trip, to send a confirmation email to the requesting organization cc'ing the driver, and requesting pictures of their group on the trip.
- If a bus trip goes unclaimed after a week, call all the drivers who have not yet responded to attempt to find a volunteer to accept the trip.
- Receive the photos of gas receipts from the drivers, and forward them to the Catholic Action Treasurer so they can reimburse the driver.
- Send an invoice to the requesting organization.
- Followup with the requesting organization after 30 days if the invoice is not yet paid, to remind them to make a payment.
- Pass along any bus maintenance issues reported by our bus drivers to the Executive Director. The Executive Director will remain the person responsible for the physical maintenance of the bus.
- Maintain disciplined thorough filing of all documents related to the coordination of the bus trip on our Google drive. Documents including but not limited to: trip requests & waivers; gas receipts; invoices; etc.
- Meet 1on1 once a week with the Executive Director to report on the status of the program and key relationships with stakeholders.

Required Qualifications

- Diploma of Collegiate Studies (CEGEP - D.E.C.) or equivalent. required.
- Strong communication skills; people skills; administrative skills.
- 2-5 years experience (professional or volunteering) in customer service or relationship management or volunteer coordination.
- Competent with Google Workspace (gmail, google drive, calendar, docs, sheets, meets, etc.)
- Competent with Zoom

Preferred Qualifications

- Practicing Roman Catholic for whom their faith is an important part of their daily lives.
- Experience working in a not-for-profit environment with an emphasis on relationships
- Experience in leadership & project management
- Experience in event coordination

- Experience in transportation service coordinator
- Bachelor's Degree (University)

Soft Skills

- Communication (personal & digital)
- Problem-solving
- Adaptability
- Teamwork

Work Environment

- Remote (work from home)
- One business day (8 hours) a week base. More hours per week are possible with pre-approval from the Executive Director
- No Travel Requirements
- Flexible part-time schedule. Your scheduled working time windows during the week are negotiable

Compensation & Benefits

- Hourly pay - \$25 per hour
- One business day (8 hours per week) minimum pay guaranteed (\$200 per week min pay paid bi-weekly). More hours possible base on demand and subject to pre-approval by the Executive Director
- Not permanent, part-time
- No paid vacation. Unpaid leave can be arranged with sufficient notice.
- 1 year contract with two probationary periods.

- Probation Period #1: First 4 months (months 1-4 - followed by an interim work performance evaluation
- Probation Period #2: Next 8 months (months 5-12) - followed by an annual review of your work performance.

How to Apply

- Send us a cover letter (1 page max)
- Send us your resume (CV)
- Deadline Monday May 11, 2026