

Service Bureau Manager

Vix Technology is an industry leader in transport ticketing, implementing and managing automated fare collection, payments, access and passenger information systems. Our solutions help transport authorities ease passenger movement and embrace new innovations, to provide the most efficient transit system possible for their passengers.

Vix is seeking an energetic, entrepreneurial leader who isn't afraid to roll their sleeves up for one of the most exciting global AFC (Automated Fare Collection) projects currently being established in Edmonton. Vix has been selected by the City of Edmonton to design, develop, deploy, and maintain a Regional Smart Fare System (RSFS) for the Edmonton region.

The RSFS allows riders to pay for transit using a variety of methods including credit cards, debit cards, other compatible smart cards and smart devices. The tap and go fare payment system makes paying for transit as simple as buying a cup of coffee. It also makes travel across the Edmonton Metropolitan Region easier for customers since one account could be used on all participating transit systems.

The role of Service Bureau Manager is critical to the success of the project with the successful applicant holding primary responsibility for designing, establishing, and managing the Vix Service Bureau to support the RSFS. The initial tasks for the role include familiarization with the contracted service requirements and working with other Vix departments to assist with the service design. The support will be conducted through a variety of methods including direct hires, temporary workers, contractors, and third parties. The Vix Service Bureau Manager will oversee the day-to-day operation of the system, interface with the Customers (regional transit agencies), and be accountable to ensure the various Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) are met on a monthly basis.

The following responsibilities and duties are a representative summary of the primary duties and responsibilities. Successful candidate may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

General Operational Management

- Collaborate with other Vix departments and in some cases directly supervise and manage day to day RSFS System operation (system operations, fare policy configuration, release testing and User Acceptance Testing (UAT), customer service call centre, educational institution and employer relations, fare media distribution and fulfillment).
- Represent Vix's interest in negotiating with vendors, service providers, and participating transit agencies; provides feedback, proposes actions, and requests resources on behalf of the Vix Service Bureau.
- Coordinate internal and external resources to meet all contract scope and schedule requirements or negotiate revisions as required.
- Develop and monitor operational budgets, work schedules, and progress reports for the RSFS system.

Field Equipment Support

- Oversee Vix employees and third-party subcontractors to maintain and repair field equipment including Point-of-Sale (POS), Ticket Vending Machine, Bus and Rail Fare Validators, Fare Enforcement Handheld Inspection Devices (trouble-call repair,

preventative maintenance, fare equipment reliability, and component/parts for internal repairs through the use of Vix's Global Service Management Tools.

- Successfully control assets and procure spare parts just-in-time; ensures agencies and third-party subcontractors have enough parts to swap, repair, and maintain field equipment.
- Participate in hardware end of life decisions to ensure system performance for a long-term operating period.
- Provide technical guidance, and act as liaison to transit agencies and third-party subcontractors for the coordination of equipment installations and repair.

Financial Operations

- Oversee revenue reporting processes, implement effective internal controls and systems for monitoring, collecting, accounting for and reporting revenue and the reconciliation of RSFS revenues.
- Ensure production all appropriate revenue reports on a daily, weekly, monthly and annual basis.
- Ensure all annual audits and PCI compliance reports are completed and issued on-time.

Fare Media Control and Distribution

- Ensure the timely ordering, stocking, control, security, and distribution of fare media to sales channels.
- Oversee the timely fulfillment of card orders to individuals from the website.

Transit Agency Relations

- Ensures on-time completion all contractual deliverables as required under the RSFS contract. Develop and deliver regularly on operational status, issues, and SLA/KPI implications for Vix.
- Participate in regional committee meetings to discuss project issues and to evaluate performance of the Vix services provided under the RSFS contract.
- Ensure the usability of and coordinate access to the RSFS Test Lab.
- Communicate and coordinate with agency stakeholders to ensure their needs are addressed.
- Develop policies and procedures for RSFS support practices; and assist and support the development of plans in alignment with participating agency goals and Vix strategic plans.
- Looks for business development opportunities within member and non-member transit agencies to grow the system and generate new revenue streams.
- Builds, negotiates, processes, and presents change requests to customers.

Essential

- Bachelor's Degree in business administration, public administration/public policy, planning, or closely related field
- 10 years' progressively more responsible experience in management that includes developing and monitoring budgets, work schedules, planning and directing the work of consultants, contractors, and staff
- 7+ years' experience in a customer facing capacity
- Knowledge of transit, transportation, ITS, or tolling.
- Passion for efficiency in operations

- Experience being accountable for large global systems with SLAs values exceeding \$100,000 CAD per month.
- Excellent leadership and people management skills
- Demonstrated ability to be flexible to work off-shift hours
- Strong ability to prioritize and organize work for self and teams
- Significant experience negotiating with vendors, and implementing new hardware, software, and data communication networks; preferably in transit related projects or revenue/fare collection systems
- Establishing and maintaining effective working relationships with other department staff, management, vendors, transit agencies, community groups, and the general public

Desirable

- Formal conflict resolution training
- Six Sigma experience
- Experience with reading/understanding complex contracts
- Experience working in a global project delivery and matrix organization
- Knowledge of the ITIL Framework

What's in it for you?

Besides the opportunity to work for a global company that is customer focused and values its people.

- A truly flexible working environment - work from home as it suits!
- A focus on learning and development
- A versatile role where no two days will be alike
- Competitive salary with incentives for achievement
- Generous paid time off and health benefits

Sounds good? Then [apply](#) now!

Add your resume and anything else to showcase why you would be a great addition to our team. Don't forget to include confirmation of your working rights, we are unable to offer sponsorship on this occasion. This role is located in Edmonton. We may consider relocation for the right candidate.

No recruitment agencies, please! We won't accept any introductions.

Vix Technology is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We are committed to the principle of equal employment opportunity for all people and want to build a workforce as diverse as the community we serve. We aim to have a work environment where everyone feels included and everyone can realize their full potential.