

## Fare Program Manager Job Number: 46145

Do you enjoy leading a team?

Then this opportunity is for you. This position has both strategic and operational responsibilities, within the City of Edmonton and across six (6) regional municipalities (St. Albert; Strathcona County; Leduc; Beaumont; Fort Saskatchewan; Spruce Grove).

You will be responsible for the ongoing development of fare policy and pricing changes; forecasting revenue and system ridership, pricing analysis and preparing the Fee Schedule for Edmonton Transit as part of the budget and performance reporting processes. Additionally, you will also be responsible for managing the Smart Fare contract and coordinating efforts across the Regional Smart Fare System (Smart Fare) member agencies with regards to oversight of system operation, changes and upgrades as well as working with Intergovernmental Affairs and engaging with regional Councils on behalf of the City of Edmonton as it relates to Smart Fare.

With a focus on the City of [Edmonton's Cultural Commitments](#) to being Safe, Helpful, Accountable, Integrated and Excellent, you will:

- Manage all aspects of the Smart Fare operating contract with the vendor including monthly revenue share
- Ensure the Smart Fare vendor is meeting their contractual obligations with regard to maintenance and service level requirements detailed in the contract
- Lead direct reports by providing strategic direction and ensuring performance, service levels, budget and program objectives are aligned with the Regional Smart Fare Solution (RFSF), the Branch Annual Service Plan and Corporate objectives
- Provide ongoing governance across all Regional Municipalities ensuring alignment of system structures and processes related to Smart Fare
- Leverage usage data from the Smart Fare system, create and maintain fare revenue models to support ridership and revenue budget and ongoing projections as part of the operating budget submissions and performance reporting and ensure they are aligned with the ETS Branch Action Plan
- Chair quarterly Regional Executive Steering Committee meetings for the Regional Smart Fare Program
- Manage collaborative relationships across all municipalities participating in the Regional Smart Fare Program
- Collaborate, review and audit service delivery and procedural requirements of customer programs, including the integration of service programs (across all regions) with the Smart Fare Vendor's Customer Service Centre
- Track and report customer feedback for business process reviews and branch decisions
- Manage complex and politically sensitive customer inquiries and escalations
- Provide leadership, direction and support to direct reports
- Ensure the team is developed and managed through competency-based recruitment, delegation, training, professional development activities, mentoring, performance evaluation, coaching and discipline

### Qualifications:

- A degree or diploma in Management, Business Administration, Commerce or a related field
- Contract management experience would be considered an asset
- CPA designation would be considered an asset
- A minimum of five (5) years progressively responsible and diverse experience in the transit industry, including experience supervising a team, preferable in a unionized environment
- Experience with electronic account-based transit fare systems would be an asset
- Experience in the conception, planning, execution and monitoring of programs involving multiple internal and external stakeholders, and the ability to conduct research and write program proposals related to new program development
- Strong strategic planning, conceptual, organizational, analytical, relationship management and communication skills are essential
- Proven analytical skills and the ability to synthesize information to provide evidence in support of sound decision making
- Excellent negotiation and problem solving skills
- Effective communication and interpersonal skills
- May be required to travel between sites
- Ability to build and develop collaborative partnerships with a variety of partners and stakeholders including senior management, vendors and regional customers
- Ability to work with a high degree of independent judgment
- Excellent listening, facilitation, presentation and written communication skills
- Proven skills in leading and motivating teams with a track record of building healthy and positive workplace environments that enable staff to reach their potential while strengthening organizational capacity
- Strong human resource management skills including performance development/improvement, interdisciplinary team building, and individual and team supervision.
- Demonstrate alignment with the Cultural Commitments of Safe, Helpful, Accountable, Integrated and Excellent, fostering an environment for others to do the same. For more information on the City's Cultural Commitments, please visit [edmonton.ca/our-culture](http://edmonton.ca/our-culture)
- Demonstrate the foundational competencies, key behaviours and attributes of the City's six leadership competencies: Courage, Inclusivity, Values-Based Influencer, Collaborative Networker, Systems Thinker and Creative Innovator. For more information on the City's leadership competencies, please visit [edmonton.ca/our-culture](http://edmonton.ca/our-culture)
- Applicants may be tested

*Management and Out-of-Scope positions at the City of Edmonton are being reviewed for possible inclusion in the Civic Service Union 52 bargaining unit. If this position is impacted, the incumbent will be notified accordingly.*

The City of Edmonton is committed to inclusive, respectful and equitable workplaces that represent the communities we serve. We continuously improve our systems, policies and practices to remove barriers and ensure our employees, in all their diversity, can succeed. We value applicants with a diverse range of skills, experiences and competencies, and encourage you to apply. To learn more, see the Art of Inclusion: Our Diversity and Inclusion Framework here: <https://bit.ly/3hd2d95>.

The City of Edmonton strives to provide reasonable access and accommodations throughout the application and selection process. If you would like to request an accommodation at any stage of the process, please contact [Employment@edmonton.ca](mailto:Employment@edmonton.ca)

**Up to 1 permanent full-time position**

**Hours of Work:** 36.9 hours (Monday- Friday)

**Salary:** \$87,151 - \$124,502 (Annually)

**Talent Acquisition Consultant:** SL/MZ

**Classification Title:** ML2 - Business Services

**Posting Date:** Mar 20, 2023

**Closing Date:** Apr 3, 2023 11:59:00 PM (MDT)

**Number of Openings (up to):** 1 - Permanent Full-time

**Union :** Management

**Department:** Edmonton Transit Service

**Work Location(s):** Century Place, 16th Floor, 9803 - 102A Avenue Edmonton T5J 3A3