

Electronic Fare Management System (EFMS) Specialist

When you join the City of Guelph, you join a team of 2000 full and part-time employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment.

As a regional top employer, the City of Guelph values its employees and offers competitive salaries, excellent benefit packages, opportunities for professional development, a healthy work-life balance, and many roles with flexible work options. Our corporate values are integrity, service, inclusion, wellness, and learning. Guelph is consistently ranked as one of the best places in Canada to live, work, and play—all good reasons to consider a career in this beautiful city.

The Opportunity

Reporting to the Manager, Transit Business Services, the role is responsible for managing the customer experience as related to the daily operations of EFMS and the related continuous improvement initiatives. The EFMS allows for easier and more expedient transit fare sales for customers. The EFMS includes technology in Terminals, on vehicles, for retailers and special agencies throughout the City of Guelph. It improves how Guelph Transit collects fares.

Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Vision for an inclusive, connected and prosperous city.

Your role

- Responsible for the daily operations and support of the electronic fare media management system (EFMS) including regular checks of system to ensure performing as expected.
- Develops and maintains SOPS related to the system administration of the EFMS
- Work with Transit management team to identify and lead operational continuous improvement initiatives and process implementation/revisions as related to EFMS, which will increase service delivery, identify and resolve gaps.
- Support Project Manager of Continuous Improvement for capital system enhancements (i.e., accepting debit/credit on buses, fare capping, integrations with other systems etc.)
- Support communication regarding new functionality and ensure how-to, FAQs, upgrades and memorandums are communicated to different stakeholders.
- Support customers and staff through troubleshooting, resolving, and escalating reported issues and risks, proactively accountable for resolution as it relates to the EFMS.
- Coordinate and complete installations and provide training for Guelph Transit stakeholders, as required.
- Assist in system testing activities and report any deficiencies to the technical team.

- Perform system administration functions: module upgrades, managing users, including permissions, assigning privileges, completing monthly product tables/categories, to ensure new fares are available for sale each month.
- Develop and manage relationship and contract with the Electronic Fare Media System vendor.
- Support clerical staff in trouble shooting issues as they conduct daily and monthly reconciliation of transit fare media sales (internal and external).
- Preparing documentation, including general reports, reports to Council and contracts/agreements as required.
- Perform other related duties as assigned.

Qualifications

- Experience related to the duties listed above, normally acquired through the completion of post-secondary education in Business Administration, Public Administration or related discipline and considerable experience performing duties related to business administration and technical support. Candidates with an equivalent combination of education and experience will be considered.
- Must possess a valid Class "G" driver's licence with a good driving record. Successful candidates will be required to provide a current driver's abstract prior to their start date to confirm their license is held in good standing and that it has not been suspended or revoked under the Highway Traffic Act (HTA) or Criminal Code of Canada in the last 5 years. The City of Guelph will take into consideration the number of demerit points and/or nature of the infractions to determine if it meets our requirements.
- Experience delivering excellent customer service in a fast-paced environment.
- Experience related to finance and accounting is an asset.
- Proficient in MS Office, specifically Excel with a strong ability to create dynamic spreadsheets using VLOOKUP, pivot tables, etc., is considered an asset.
- Experience working with transit system technology related to fare collection systems, vending machines, or customer assistance kiosks would be considered an asset.
- Demonstrated commitment to continuous improvement and service excellence.
- Excellent relationship management skills with the ability to network with diverse stakeholders.
- Demonstrated understanding of technology, whether by education, experience, or both.
- Ability to manage workload in a high-pace environment, where priorities are constantly changing.
- Excellent communication skills with the ability to communicate with all levels of staff, stakeholders and the general public.
- Demonstrated analytical, problem solving, decision-making, and report writing skills.

In keeping with our corporate value of Wellness, The City of Guelph recognizes the many benefits of hybrid work arrangements including flexibility and better work-life balance for our employees. Where the work permits, employees will have the ability to participate in our [Hybrid Work](#) and our [Flexible Time](#) programs. **Please note, this position is eligible for Hybrid and Flexible work arrangements (subject to change).**

Rate

\$70,957.20- \$88,696.50

How to apply

Qualified applicants are invited to apply using our **online** application system by **Sunday, April 23, 2023**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered. Proof of qualifications will be requested at the interview stage.

Please visit the job posting listed on our careers page and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer that values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.

#LI-HYBRID