

# Transit Services Business Specialist

## Why Guelph?

When you join the City of Guelph, you join a team of over 2000 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 single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future 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 Community Vision for an inclusive, connected, prosperous city.

## What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Hybrid and flexible work arrangements;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

## Position overview

Resumes are being accepted for the position of Transit Services Business Specialist within Guelph Transit, reporting to the Manager of Transit Business Services. The successful candidate will be responsible for providing comprehensive financial, analytical, and research support to the City's Transit department. Key duties include developing and maintaining operating and capital budgets, conducting variance reporting, monitoring and updating key performance indicators (KPIs) and driving and administering continuous improvement initiatives to enhance operational efficiency and effectiveness. The role also involves technical support for electronic fare media systems, preparing complex reports, and liaising with various departments to ensure compliance and efficiency.

## Key duties and responsibilities

- Develops and maintains a solid understanding of Transit business activities and their impact on financial processes and planning across the Corporation.
- Acts as a subject matter expert in departmental financial business needs,

recommending improvements in financial systems, revenue collection processes, and policies.

- Collaborates with the Manager of Transit Business Services and the Financial Corporate Analyst on budget documentation, including operating and capital budgets and variance reporting.
- Conducts quarterly variance analysis and prepares year-end projections based on business trends.
- Works with the Guelph Transit Management team and Financial Analyst on grant applications.
- Regular analytical reviews of departmental revenues and expenses to ensure accuracy, identify financial concerns and forecast impacts from proposed fare changes.
- Manages continuous improvement initiatives focused on lean principles to enhance operational efficiency and effectiveness of business processes and financial controls.
- Supports the Project Manager of Continuous Improvement for capital system enhancements (e.g., accepting debit/credit on buses, fare capping, integrations with other systems).
- Identifies, plans, and implements continuous improvement initiatives for the electronic fare media system (EFMS) to increase service delivery, resolve gaps, and create opportunities.
- Provides technical support for EFMS, including creating testing scenarios and system testing activities.
- Performs system administration functions for EFMS, including GL mapping, module upgrades, managing users, assigning privileges, and ensuring new fares are available monthly.
- Supports and trains clerical staff in troubleshooting issues during daily and monthly reconciliation of sales, ensuring accuracy of sales by type and revenue collection.
- Compiles information and maintains databases for tracking and reporting performance information.
- Gathers and analyses legislation to propose transit policy alternatives and strategies, prepare draft findings reports and assist in making recommendations.
- Analyzes processes, procedures, operating systems, and work methods to recommend improvements.
- Assists management in business case development, scoping, and implementation of special projects by providing financial support such as statistics and financial projections.
- Assists in preparing statistics requested by external parties such as CUTA and Statistics Canada.
- Approves financial transactions, accounts receivable, accounts payable, and invoices, ensuring compliance with city financial policies and procedures.
- Liaises with departments within the City of Guelph to monitor processes and system compliance.
- Assists with internal investigations and drafting official policy documents for Guelph Transit.
- Acts as a resource to the public, city departments, and other organizations on transit projects/programs.
- Responsible for backfilling for the position of Manager – Transit Business Services during times of absence.
- Monitors and updates key performance indicators (KPIs) daily, weekly, monthly, or

quarterly.

- Performs other related duties as assigned.

## Qualifications and requirements

- Completion of post-secondary education in Accounting, Finance, Business Administration, Public Administration, or a related field. Candidates with an equivalent combination of education and experience will be considered.
- Considerable experience in financial planning, analysis, and reporting, preferably within the public sector.
- Ability to prepare complex statistical reports, correspondence, policies and procedures and other written materials.
- Experience in auditing and performing internal financial control reviews.
- Advanced computer skills with Microsoft Office (Word, Excel, PowerPoint and Outlook).
- Advanced skills with financial reporting software, such as JD Edwards.
- Excellent customer service skills with the ability to resolve customer inquiries/complaints in an effective manner.
- Excellent analytical and organizational skills with the ability to manage multiple projects and assignments in order to meet deadlines.
- Excellent interpersonal and communication skills with the ability to work and communicate effectively with all levels of staff, stakeholders and the general public.
- Ability to work independently and to prioritize projects to meet deadlines.
- Ability to analyze problems, identify alternatives, and make recommendations to implement procedures and policies.
- Ability to prepare, update and maintain financial records.
- An accounting designation would be considered an asset.
- Experience in Power BI, including dashboard creation and data modeling will be considered as asset.

## Hours of work

35 hours per week, Monday to Friday, between the hours of 8:30 a.m and 4:30 p.m. This position is eligible for hybrid and flexible work arrangement options (as per current corporate policy).

## Pay/Salary

Non-Union Grade 5: \$83,938.40- \$104,923.00

## How to apply

Qualified applicants are invited to apply using our **online** application system by **September 9, 2025**. 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.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the

grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may 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.