

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSIT DIVISION – FARE ADMINISTRATION & ATS SECTION - LOCATION - 2200 UPPER JAMES ST.)

SUPERVISOR - FARE REVENUE

SUMMARY OF DUTIES

Reporting to the Manager Manager Transit Support Services; is responsible and accountable for the Fare and Revenue distribution and collection systems for the Hamilton Street Railway (HSR) and ATS. Provides creative leadership to staff engaged in the delivery of services to the public and internal clients.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

Responsible for the delivery of fare and revenue programs, ensuring service quality, cost and timely service delivery, and legislative compliance. Plan and administer fare programs (i.e. School Board Transit Pass, University/College Transit pass agreements, Special programs for social agencies, etc.)

Responsible for the distribution of Transit Fare Media, ensuring that all fare media revenues are distributed collected and accounted for in accordance with departmental and corporate policies and procedures and following generally accepted accounting principles.

Supervise fare media inventories; design and manage procurement of fare media; formulate and implement control procedures; review and approve all reports.

Responsible for fare revenue collection and processing; implement and administer fare revenue processing contract; ensure revenue collection is carried out in accordance with departmental and corporate policies and procedures and following generally accepted accounting principles.

Responsible for the development and ongoing monitoring of security procedures for fare and revenue distribution and collection.

Develop and maintain computerized reporting systems regarding internal and external sales outlets, inventory levels, movement, etc.; maintain and analyze database records to ensure revenues are collected and accounted for; develop and maintain reports in response to changing system requirements.

Provides leadership to staff. Develop and empower staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and technical direction.

Analyze changes occurring in the internal/external environment to determine what program, operational or policy action must be taken to ensure continued compliance with standards.

Responsible for the establishment, maintenance and monitoring of quality assurance and continuous improvement programs.

Responsible for the promotion and application of occupational health and safety for the Section, in accordance with Municipal and Provincial procedures, guidelines and regulations.

Work outside of normal business hours as required, to ensure ongoing delivery of services.

Perform other such duties as assigned which are directly related to the job function.

QUALIFICATIONS

1. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a post secondary degree/diploma in a related discipline, and significant related and progressive experience, or an equivalent combination of education and relevant experience.
2. Previous significant experience related to revenue collection in a Transit or other Municipal environment, and/or formal accounting or statistical knowledge which may be applied.
3. Possess highly developed analytical and planning skills.
4. Progressive experience in effectively leading multi-disciplinary staff in a technical, results oriented environment and in a predominantly unionized setting. Demonstrated interpersonal skills which enables the effective resolution of conflict in a respectful and truthful manner.
5. Previous demonstrated experience of customer focus, innovation/creativity, and team advocacy. ,
6. Previous significant experience in database management, and the implementation and management of specialized computer software applications.
7. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
