

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
TRANSPORTATION, ENERGY AND FACILITIES DIVISION
(TRANSIT SECTION – LOCATION – MOUNTAIN TRANSIT CENTRE 2200 UPPER JAMES)

MANAGER, TRANSIT SUPPORT SERVICES

OVERVIEW

Reporting to the Director of Transit, the Manager of Support Services is responsible for two core services, managing the Fare Revenue program and the general Administration of the Section. In the fare revenue role the Manager is responsible for all fare revenue processing with transactions totalling some \$32 million per year. The responsibilities in the administration role involve, timely and accurate preparation of ATU 107 payroll, leading or directly undertaking business analysis of the various activities across the Section and implementing initiatives that will result in the continuous improvement of Transit service delivery at the highest quality and lowest cost. Such analysis might include attendance management, overtime, full utilization of software functionalities, etc. Will keep the Section current on existing and emerging acts, regulations and legislation, corporate and Section specific policy. Will project lead, research, survey, consult, author and present recommendation reports on a wide variety of initiatives across the Section to various bodies including Council, Committees and Community associations.

Possess an exceptional record of financial management, business analysis, project management, relationship management, technical and computer competence, customer focus, excellent verbal and written communicator, be self-driven and results oriented.

GENERAL DUTIES / RESPONSIBILITIES (INCLUDING, BUT NOT LIMITED TO)

Manage all aspects of staff performance by creating and sustaining an organizational culture of high performance; manage and lead staff in all aspects of change

Manages the fare and cash administration activities including: fare media distribution, revenues and inventories, revenue collection and processing, planning and administration of fare programs, financial and operational analysis and reporting of fares and revenues and security procedures for fare collection.

Manage the implementation of smartcard technologies, including; project team management, development of operational policies & procedures, stakeholder communications, full retirement of legacy fare media.

Manages the accurate and timely timekeeping and payroll activities for approximately 600 ATU Local 107 employees totalling \$40 million, ensuring compliance with the collective agreement and employment standards,

Negotiates, manages and administers contracts for supplies and services that include Universal Bus Pass contracts, Shelter and Bus advertising.

Manages transit fare media sales to over 200 fare media vendor outlets throughout the City.

Lead the development of detailed analysis of data and processes in the Operations, Planning, Maintenance and Specialized Transit groups for the Section for the purpose of improving quality and lowering cost.

Prepares reports and correspondence and makes presentations to Standing Committees, Sub-Committees, Stakeholder Groups and the general public.

Authors, analyses, reviews and interprets policy reports, policy directives, and position papers from other departments, municipalities, community agencies, consultants, ministries and national and international organizations.

Develops key portions of the Section's annual Capital and Operating budgets including the fare revenue forecast in the order of \$32 million.

Participates in the overall visioning and operational planning and direction of the Transit Section as a member of the Section's Senior Management Team.

Organize and facilitate organizational initiatives, such as reorganization design, development plans and career paths, creation and use of performance appraisals for bus operators.

Manages and administers service level agreements with support services departments.

Keeps abreast of, and researches and assesses emerging industry trends, best practices and impending legislation.

Liaises and consults with peers, other municipalities and levels of government in the development of policies, procedures, reports, recommendations and professional advice related to all functions (i.e. MTO, MOE, MOL, WSIB, OHSA, HTA and AODA legislation, etc. and various contracted services) existing within the Maintenance, Operations, Fare & Revenue, Specialized Transit and Planning Groups within the Section portfolio. Will be required to lead cross-division working groups for complex issues which cross departmental boundaries.

Develops request for proposals, tenders, and requests for information, evaluates consultant submissions, recommends selection and oversees consultant work/projects.

Facilitates public meetings, stakeholder consultation, focus groups, and/or planning sessions.

Designs and develops education material and programs for the community.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Considerable municipal government experience directly related to public service delivery preferred with a demonstrated understanding of the interface between Staff and Council.
2. Extensive business analysis, project management experience, preferably in the area of organizational effectiveness, performance management and continuous improvement.
3. Extensive financial analysis, budget development and forecasting experience.
4. Able to interpret raw data and undertake detailed analysis.
5. An effective communicator, both orally and written, honed through practical experience.
6. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills.
7. Demonstrated ability to effectively manage relationships in a multi-disciplinary results-oriented environment.
8. Excellent organizational, time management and multi-tasking skills.
9. Advanced knowledge of Microsoft office suite (Excel, Powerpoint, Word) and the ability to learn and work with custom software applications, for example, Trapeze, AVANTIS.