

# CITY OF HAMILTON

**LAST REVISION – OCTOBER 27, 2020**

## **PUBLIC WORKS DEPARTMENT**

**(TRANSPORTATION – TRANSIT / ATS - LOCATION – 36 HUNTER ST E. 3<sup>RD</sup> FLOOR)**

### **REVENUE COORDINATOR**

#### **SUMMARY OF DUTIES:**

Reporting to the Supervisor Fare & Revenue, coordinates overall revenue collection and reporting including vendor management, paper media purchase, PRESTO sales and usage, route ridership statistics, daily, monthly and annually, ensuring cash handling policies and financial controls are adhered to.

#### **GENERAL DUTIES:**

Monitors vendor purchases and follows up on any outstanding balances;

Installs and trains vendors on the use of PRESTO point of sale systems, and troubleshoots equipment issues;

Assists Supervisor with the development and procurement of fare media;

Reviews policies and procedures and initiates continuous improvement projects to improve efficiency, and effectiveness of tasks.

Creates and issues Operator Notices as required as they pertain to fare media and policy updates;

Daily analysis of revenue and ridership, highlighting significant variances;

Monitors and analyzes fraudulent fare media, provides recommendations to reduce occurrences;

Preparation of monthly ridership reports;

Develops and maintains, for review and approval, section related policies and procedures;

Liaising with staff and finance department with respect to daily cash balancing, adjustments and general accuracy of reporting;

Co-ordinates fare program renewals with staff and customers;

Researches information and investigates and responds to inquiries from staff, the public, other City departments, government and other outside agencies.

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;

Develops and edits computerized revenue spreadsheets and statistical reports using a variety of database applications. Reviews and analyzes data to ensure integrity and consistency. Advises the Supervisor Fare & Revenue of potential problem areas and provides options and recommendations for solutions;

Participates in special projects, as assigned;

Provides back-up support to the Supervisor Fare & Revenue as required;

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate,

Departmental and Divisional policies and procedures related to Occupational Health and Safety.

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

**QUALIFICATIONS:**

1. Must be able to demonstrate a level of expertise related to cash handling and financial controls, normally acquired through a post secondary degree/diploma in a related discipline, or an equivalent combination of education and relevant experience.
2. Demonstrated analytical and planning skills.
3. Demonstrated experience in database management, and the implementation and management of specialized computer software applications.
4. Demonstrated ability to work independently and in a team environment as well as demonstrating excellent tact, judgment and responsibility in a fast-paced environment.
5. Demonstrated problem solving and decision making skills.
6. Excellent people skills with an emphasis on customer service.
7. Must be flexible in work schedules and available to work overtime and rotating shifts as required
8. Must have a valid Class 'G' driver's licence.