



Fare Systems Administrator

Department: Administration

FLSA Status: Exempt

Work Schedule: 1st shift

Positions Supervised: None

Job Status: Full Time

Reports To: Deputy CEO of Finance & Administration

Amount of Travel Required: 5%

Revised: 07/17

POSITION SUMMARY

This position will have oversight of fare collection activities, including the WAVE e-fare program.

ESSENTIAL FUNCTIONS

- Monitor the operation of The Rapid's WAVE e-fare system.
- Respond to customer issues and provides basic user technical assistance related to existing mobile ticketing app and future electronic fare system via telephone, email or letter for end-users, customers, technical analysts, managers and vendors.
- Assist the Information Technology Department in analyzing and troubleshooting software and hardware issues, and testing and maintaining system to ensure optimal system performance.
- Manages the e-fare databases, making necessary changes and edits to ensure efficient system operation.
- Make recommendations regarding The Rapid's fare structure, analyzing the impact of changes on riders and performing the necessary Title VI analyses of proposed changes.
- Track user reported hardware and software issues and submit trouble tickets. Analyze trouble report trends and communicate issues and recommended solutions to all stakeholders.
- Serve as a liaison between passengers, institutional users, vendors, internal departments, field technicians, and management.
- Assist with analysis and evaluation of vendor performance indicators.
- Resolve and respond to user reported electronic fare issues such as the mobile application, electronic fare validators, websites, and ticket vending machines.
- Serves as primary point of contact with the Marketing & Communications Department for customer questions and inquiries involving the ITP e-fare system.
- Prepare and deliver presentations of complex material to The Rapid Board of Directors and others as necessary.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Takes personal responsibility for the quality and timeliness of the work performed. Achieves results with little oversight.
- Communications - Ability to communicate effectively with others both orally and in writing.
- Customer Service - Ability to take care of the customers' needs while following company procedures.
- Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Reliability - Prompt and dependable. At work as scheduled. Plans ahead and communicates scheduling concerns to leadership.
- Systems Analysis - Ability to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.
- Problem solving capabilities.

SKILLS & ABILITIES

Bachelor's Degree in Finance, Business Administration, Computer Science, or related field.

Five years of progressively responsible systems analyst or project management experience in comparable field.

Advanced level proficiency with personal computers (Microsoft Word, Excel, Access, PowerPoint, and Project), complex spreadsheets, Android and iOS operating systems, graphics presentations, database and project management. Experience with Crystal reports or similar application preferred

PHYSICAL DEMANDS

Must frequently lift or move up to 30 pounds for movement of boxes, files or other items. May also include frequent bending, stooping, squatting, pushing and pulling. Regularly required to sit for extended periods. The employee is frequently required to walk and stand. Use of hands and arms is necessary to reach or use various tools or objects. Specific vision abilities required by this job include close vision and ability to adjust focus. Employee is required to perform job duties in accordance with existing health and safety procedures and policies.

Employee Signature: _____ Date: _____

The Rapid has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and The Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.