The Rhode Island Public Transit Authority (RIPTA) is recruiting *internally and externally* for the position of **Manager of Fare System Administration**. *This is a non-represented full-time position and is contingent upon budget approval.*

Position Title: **Manager of Fare System Administration**

Posting Period: January 13, 2025 to February 3, 2025

Salary: $78,459.19 to $98,073.99 Annum   (Pay Grade N08)

Union Affiliation: Non-Represented

Reports To: Chief Financial Officer (CFO)

<u>Summary of Position</u>:

Under general direction from the Chief Financial Officer, the Manager of Fare System Administration is responsible for the strategic development, management, implementation, and daily operations of RIPTA's fare collection system. This role will be working closely with internal departments and a wide range of public/private partnerships to advance payment solutions that simplify riders' access to the statewide transit network. This includes managing software systems, hardware in the field, and fare programs and policies.

<u>Essential Duties and Responsibilities:</u>

1. Lead all aspects of developing, implementing, and daily operations of RIPTA's fare collection system;
2. Ensure fare collection system reliability for customers, partners, and RIPTA operations through system monitoring, design and enforcement of standards, vendor accountability, and continuous improvement initiatives;
3. Lead cross-departmental collaboration related to fare collection system performance, reliability, and compliance including web portal, mobile apps, retail network, and other system elements;
4. Coordinate with relevant departments regarding fare validators onboard vehicles and fare-related telecommunications and data communication systems in the field. Ensure data availability from system for reconciliation and analysis;
5. Serve as primary point of contact with RIPTA's automated fare collection vendor and associated contractual partners and suppliers;
6. Manage the physical fare media inventory process including forecasting needs, ordering various fare media, and resolving issues with vendors;
7. Assess and update fare programs and policies as appropriate;
8. Explore potential fare revenue generating programs and partnerships;
9. Collaborate with relevant stakeholders on incorporating payment technology efforts related to integrated mobility options such as Mobility as a Service (MaaS) and Transportation Management Associations (TMAs);
10. Manage system changes and enhancements related to Apple/Google integrations, open-loop payments, hardware and software releases, troubleshooting, bug fixes, emerging technologies, and general system upgrades;
11. Performs other duties as assigned.

The above duties and responsibilities are not intended to limit specific duties and responsibilities of any particular position, nor are they intended to limit in any way the right of supervisors to assign, direct, and control the work of employees under their supervision.

<u>Qualification Requirements and Selection Process:</u>

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Must possess leadership abilities demonstrated through effective communication, stakeholder collaboration (internal & external), adaptability to change, consensus building skills, and the ability to effectively manage dissenting views;
- Ability to proactively identify issues and implement solutions to maintain operational efficiency;
- Knowledge of automated fare collection (AFC) systems, including hardware (validators, kiosks, ticketing machines) and software (payment processing, data integration, reporting);
- Ability to monitor system performance and resolve issues related to hardware and software;
- Proficiency in working with large datasets, system reconciliations, and ensuring accurate fare revenue reports;
- Understanding of systems linking fare validators to databases for real-time transaction data transmission;
- Knowledge of software release cycles, version control, and managing system upgrades and bug fixes;
- Focus on optimizing systems, addressing inefficiencies, and implementing improvements to enhance performance;
- Prioritizes the needs of passengers to ensure fare systems are reliable, user-friendly, and accessible across all platforms:
- Interested applicants should submit their cover letter, resume and/or RIPTA employment application to the Human Resources Department by due date;
- May be required to pass an oral interview and/or written test;
- Applicant will be required to pass a nationwide full criminal background check to be conducted by RIPTA;
- Applicant will be required to submit a Bureau of Criminal Investigation (BCI) from their state of residence to Human Resources when a conditional offer of employment has been made;
- Applicant must provide RIPTA copies of any licensure and/or certifications required to perform job duties prior to appointment;
- Applicant must provide RIPTA a copy of degree and/or transcripts from accredited educational institution;
- Applicants claiming Military status; should submit a copy of the DD-214 form.

Education:

A Bachelor's degree in public administration, engineering, IT, business administration or a related business discipline; with five (5) plus years in a progressively responsible position with relevant project management or business development experience.

Experience:

- Experience in the development, integration, and maintenance of mobile apps and web portals for fare systems;
- Expertise in integrating payment systems like Apple Pay, Google Pay, and open-loop systems;
- Experience managing vendor relationships, ensuring performance and compliance with agreements.

OR: any combination of education and experience that shall be substantially equivalent to the above education and experience.

Independent Action:

Performs within prescribed guidelines in accordance with departmental policies/practices. Refers more complex situations to other appropriate individuals.

Supervisory Responsibility:

None

Interested applicants should submit their cover letter, resume and RIPTA employment application to the Human Resources Department at 705 Elmwood Avenue, Providence, RI 02907 or via email jobs@ripta.com no later than *Monday, February 3, 2025*. RIPTA employment application is located on www.ripta.com/careers. Telephone calls will not be accepted regarding application status.

RIPTA is an Equal Opportunity Employer: It is the policy of the Rhode Island Public Transit Authority that no employee or applicant for employment will be discriminated against regardless of race, color, sex, age, national origin, religion, disability status, veteran status, sexual orientation, marital status and/or gender identity or expression