

**BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION
REGULAR MEETING**

BVRTSC Boardroom – 221 Beaver Street, Banff, AB.

AGENDA

January 10, 2018 2:00 – 4:00 pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the December 15, 2017 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
 - a) CAO's Monthly Report
 - b) Bring Forward List of Pending Items
 - c) Transit Service Monthly Statistics (attached)
5. New Business
 - a) Commission Structure and Hiring Update
 - b) Automatic Passenger Counter Report Demonstration
 - c) February Meeting Cancellation
6. Adjournment

**BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION
REGULAR MEETING**

BVRTSC Boardroom – 221 Beaver Street, Banff, AB.

MINUTES

December 15, 2017: 2:00 – 4:00 pm

BOARD MEMBERS PRESENT

Davina Bernard, ID#9 – Chair
Chip Olver, Town of Banff
Brian Standish, Town of Banff
Vi Sandford, Town of Canmore
Joanna McCallum, Town of Canmore

BOARD MEMBERS ABSENT

Dave Schebek, ID#9

BOARD ADMINISTRATION PRESENT

Martin Bean, Chief Administrative Officer
Steve Nelson, Manager of Operations

ADMINISTRATION PRESENT

Danielle Morine, ID#9
Stephen Allen, Town of Banff
Greg Danchuk, Parks Canada
Richard Dupuis, Parks Canada

ADMINISTRATION ABSENT

Jacob Johnson, Town of Canmore
Alex Kolesch, Parks Canada
Adrian Field, Town of Banff

1. Call to Order

Davina Bernard calls meeting to order at 2:04 PM

2. Approval of the Agenda

BVRTSC17-87 Davina Bernard moves to approve the agenda.

CARRIED UNANIMOUSLY

3. Minutes

Approval of the November 8, 2017 Regular Meeting Minutes (attached)

BVRTSC17-88 Davina Bernard moves to approve the November 8, 2017 meeting minutes as amended.

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

a) CAO's Monthly Report

Discussion around solutions for shortage of bike space on Route 3 weekend service in the summer months.

b) Bring Forward List of Pending Items

No items due for this month.

c) Transit Service Monthly Statistics (attached)

5. New Business

a) Parks Canada Presentation

Richard Dupuis and Greg Danchuk provided an overview of Parks Canada's transit and shuttle services service this past summer along with preliminary thoughts on service for 2018.

b) Roam Transit Savings Calculator Demo (Steve Nelson)

Steve provided a demo of the Transit Savings Calculator, a tool to be available for the public on our website providing an idea of the savings for transit vs. private vehicle travel.

c) February Meeting Change Discussion

As the CAO will not be available for the February meeting, the Board will decide in January whether to cancel the meeting and just have statistics provided.

6. Adjournment

BVRTSC17-89 Davina Bernard moves to adjourn the meeting at 3:24PM.

CARRIED UNANIMOUSLY

Bow Valley *Regional* Transit Services Commission



CAO Report

CAO Report – January 2018

The current items to report on are:

- **Financial:**

- Annual Audit dates have been set for Avail CPA to attend our offices in Banff. This will be occurring over a two-day period of March 15 and 16th with two auditors being on site. Prior to this, we will be supplying documentation to the auditors to begin the process.
- Following the audit, Calvin Scott (Partner with Avail CPA) will be attending the April Commission meeting to present the audit findings along with the 2017 Financial Statements.

- **Lake Louise Service:**

- Parks Canada presented at the last Commission meeting and we have not received any status updates since then with the Christmas break.

- **Banff Local Service:**

- The final approval for the Banff budgeting process is occurring in January and additional summer service costs will be added to the BVRTSC budget once approved at Council.
- Nova bus has confirmed delivery of the 3 new buses at the end of January for increased frequency on Route 1 and 2 in 2018. Once these buses have arrived, the fareboxes, Nextbus, wraps and new Luminator display screens will be installed to ensure they are fully ready well before service begins in May.
- Goat bus is the final hybrid bus to be outfitted with a replacement engine. This will be scheduled for later in January and is intended to last through the remaining life of the bus. All buses with engines requiring rebuilding have been completed, including three Banff local Hybrid/Diesel buses and two Regional buses.

- **Regional Service:**

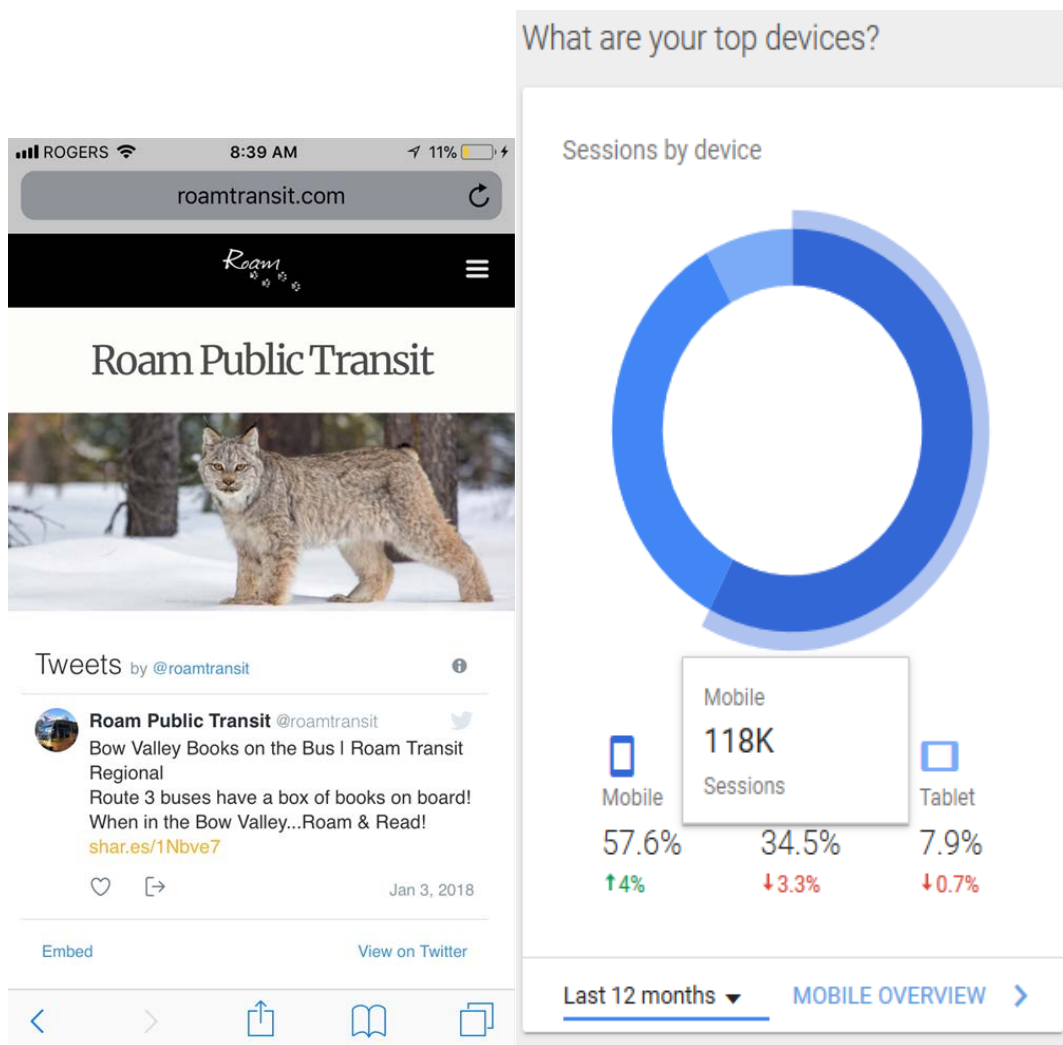
- Engine has been replaced in Sheep bus for Regional service and is back on the road.

- **Canmore Local Service:**

- Ridership in December was strong and compared very closely (7,597 in 2016 and 7,288 in 2017) to last year when service was free.
- Two shelters have been installed in Canmore and are being used as of this week. They look great and we are receiving positive feedback already.



- Canmore building renovations are in the final stages of completion, with cement just being poured inside the building to complete the drainage project. Currently heat is available and electrical is being completed. We expect full utilization of the building within a week.
- **General:**
 - Steve has been working on improvements to the Roam website, with changes to the look and functionality being made. The mobile site is used by 60% of our website visitors and needed some improved functionality.
 - We are working with the Town of Banff on the initial design phases and a location for the planned transit storage building. TOB is leading the project and the intent is to build the facility to accommodate current fleet with some room for growth. The building is intended to be structured to allow for increased space to be added in the future. GreenTRIP funding is being used to fund 2/3 of the structure.
 - Along with the TOB maintenance team, we are completing an assessment of the requirements for refurbishing the three hybrid buses in 2018 utilizing GreenTRIP funding. This assessment will be completed in the next few weeks to allow the maintenance team adequate time to plan the project.



- We are currently requesting submissions from photographers to obtain wraps for the next four buses to be introduced to the fleet. The animals we are requesting images for are: Coyote, Wolverine, Mule Deer, Beaver and Moose. Bison is under consideration also, however may be on a subsequent bus.
- With positions vacant in the Roam office, we are ensuring that the key accounting functions are being completed by our accountant and we have brought in a bookkeeper one day per week to ensure payroll and other critical functions are completed.

Bow Valley *R*egional Transit Services Commission



Bring Forward List

BRING FORWARD LIST OF ITEMS PENDING (as of January 2018)

ITEM	Date Initiated	Pending Date	Comments:
BVRTSC17-81 Davina Bernard moves to have Administration discuss Canmore bus storage contra agreement within the audit review in April to ensure the correct reporting practice	November 2017	April 2018	

Bow Valley Regional Transit Services Commission

Ridership and Revenue Statistics



Month	Type	Banff Local	Canmore Local	Regional
December	Strollers	80	66	18
	Bikes	23	59	75

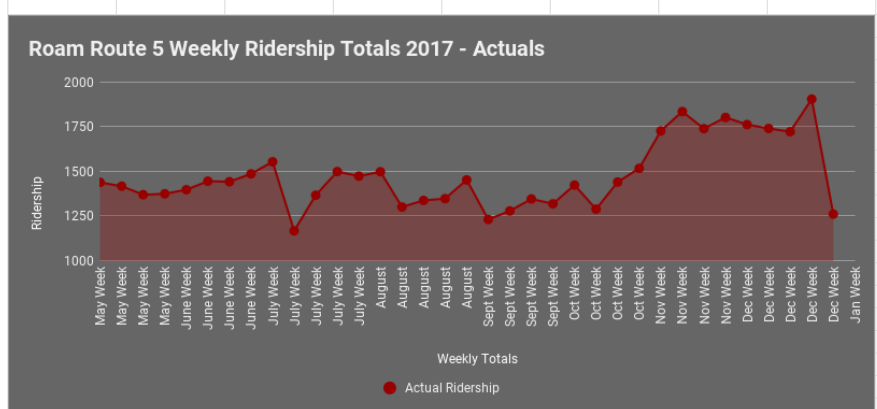
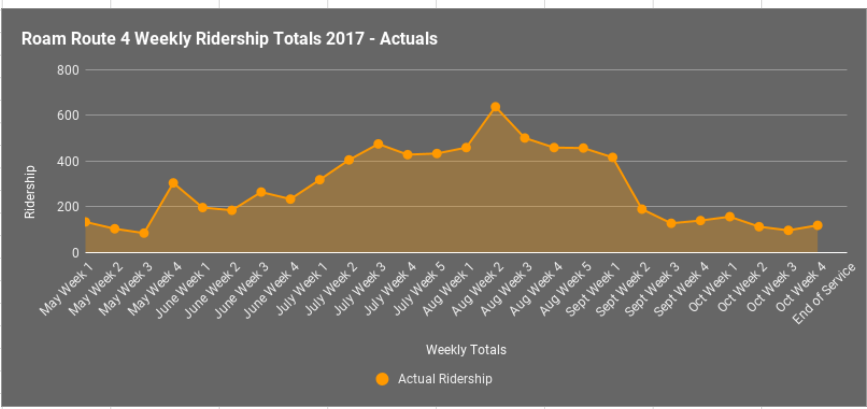
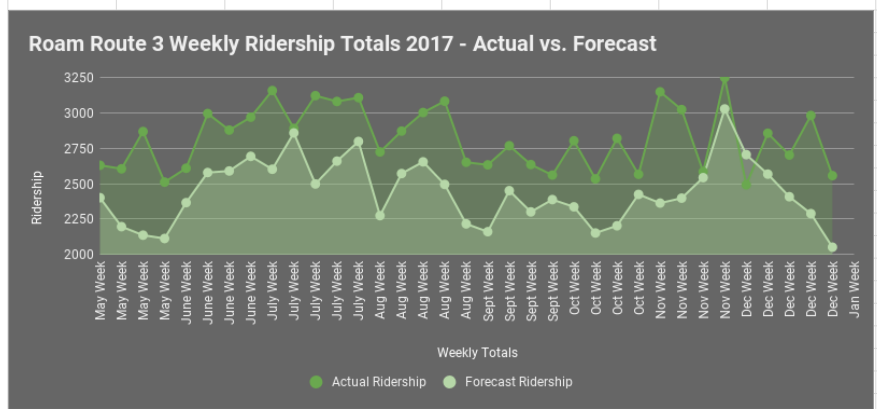
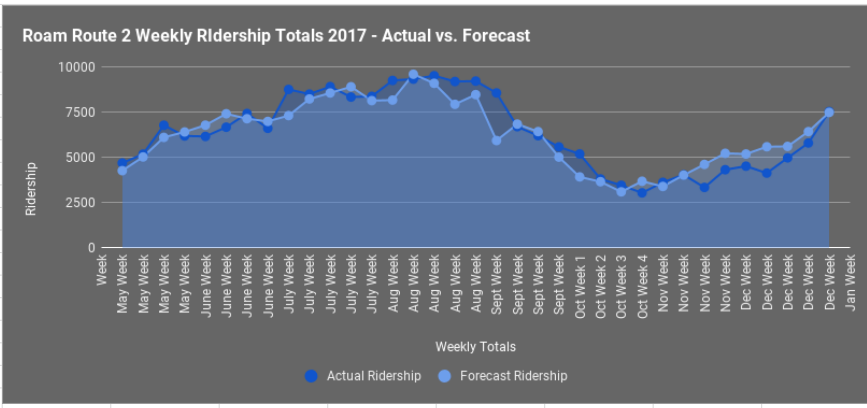
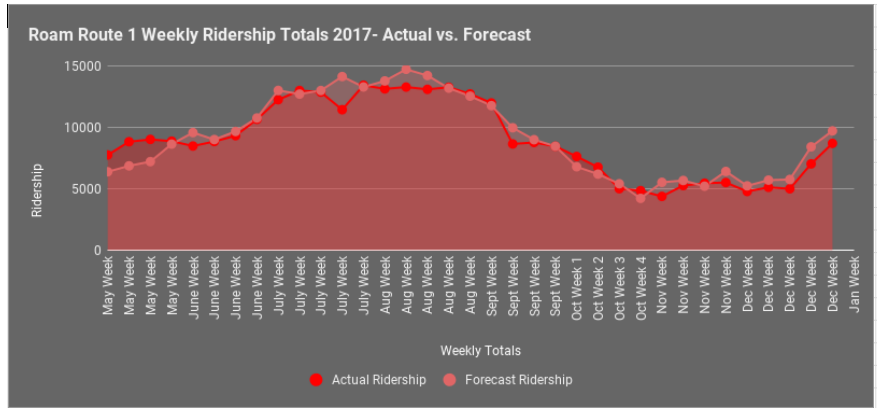
Observations:

Year-end observations:

- Route 1 ridership up 17%, revenues up.
- Route 2 ridership up 13% revenues up.
 - Banff Local Revenues up 12% (Route 1 and 2 combined).
- Route 3 ridership up 18% revenues up 11.6%

Month to Month observations:

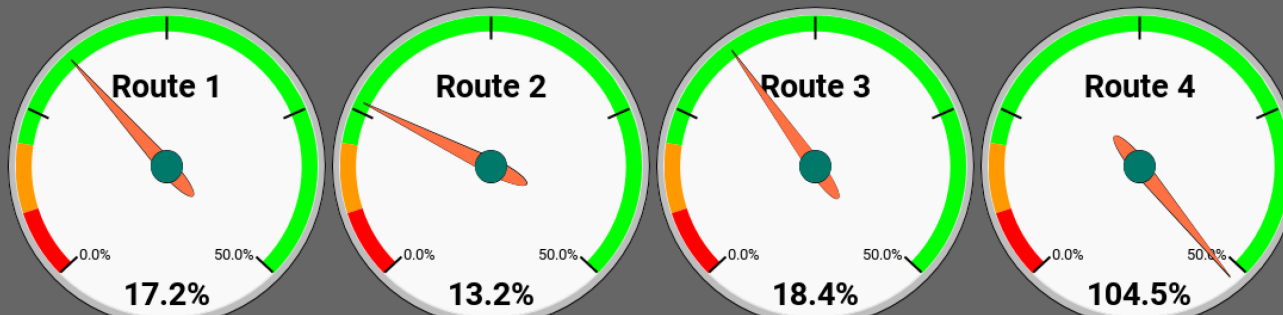
- Banff Local revenues down 3% in December compared to December 2016. Ridership up 3.6% on average between routes.
- Regional Route 3 ridership up 22% over December 2016. Revenues up 4% over December of 2016.
- Canmore local ridership for December just shy of 7,300. Expected a slight drop from November due to Christmas break.
 - December 2016 free service had ridership of 7,597.



	Route 1 (Sulphur/Banff Ave)			Route 2 (Tunnel Mtn/Banff Springs Hotel)			Route 4 (Cave and Basin)			Banff Local Transit Totals	Banff Local Transit Totals	Banff Local Transit Totals	Banff Local Transit Totals % Change
Month	RT1 2016	RT1 2017	% Change	RT2 2016	RT2 2017	% Change	2016	2017	% Change	2015	2016	2017	(Not incl. Rte6)
January	19,391	23,495	21.2%	22,261	23,694	6.4%	N/A	N/A	N/A	41,973	41,652	47,189	13.3%
February	20,973	27,693	32.0%	22,446	24,453	8.9%	N/A	N/A	N/A	41,240	43,419	52,146	20.1%
March	24,034	31,779	32.2%	23,928	24,496	2.4%	N/A	N/A	N/A	46,484	47,962	56,275	17.3%
April	18,226	29,148	59.9%	16,355	18,878	15.4%	0	296		37,483	34,581	48,026	38.9%
May	30,882	37,914	22.8%	22,549	24,919	10.5%	331	624	88.5%	52,462	53,431	62,833	17.6%
June	37,896	42,032	10.9%	26,196	29,851	14.0%	586	931	58.9%	64,295	64,092	71,883	12.2%
July	50,540	56,676	12.1%	31,655	38,958	23.1%	951	2,005	110.8%	79,171	82,195	95,634	16.4%
August	52,621	58,460	11.1%	32,553	40,767	25.2%	830	2,057	147.8%	81,401	85,174	99,227	16.5%
September	37,009	42,558	15.0%	24,406	30,882	26.5%	676	1,283	89.8%	60,204	61,415	73,440	19.6%
October	24,252	26,313	8.5%	15,358	17,010	10.8%	N/A	527		35,371	39,610	43,323	9.4%
November	20,240	21,934	8.4%	17,004	16,579	-2.5%				33,785	37,244	38,513	3.4%
December	27,465	28,192	2.6%	23,551	24,626	4.6%				44,156	51,016	52,818	3.5%
YTD	363,529	426,194	17.2%	278,262	315,113	13.2%	3,374	7,723	104.5%	618,025	641,791	741,307	16.10%

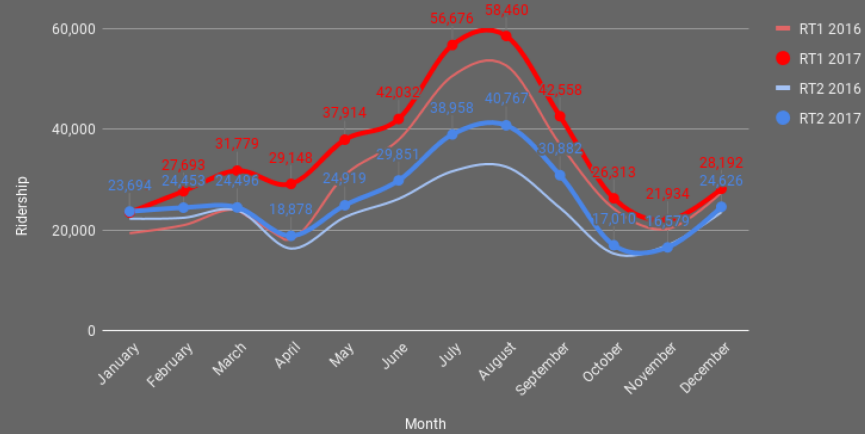
	Route 3 (CB Regional)			Route 5 (Canmore Local)			Route 6 (Minnewanka)
Month	2016	2017	% Change	2016	2017	% Change	2017
January	8,502	9,503	11.8%	N/A	6,571	N/A	N/A
February	8,081	9,300	15.1%	N/A	6,028	N/A	N/A
March	8,137	11,052	35.8%	N/A	7,291	N/A	N/A
April	7,911	9,489	19.9%	N/A	4,585	N/A	0
May	9,753	11,841	21.4%	N/A	6,225	N/A	2,792
June	10,831	12,690	17.2%	N/A	6,414	N/A	6,329
July	11,513	13,258	15.2%	N/A	6,088	N/A	10,532
August	11,089	12,788	15.3%	N/A	6,164	N/A	10,570
September	9,720	11,725	20.6%	N/A	5,533	N/A	2,607
October	9,881	11,731	18.7%	N/A	6,263	N/A	N/A
November	11,164	12,438	11.4%	8,570	7,723	-9.9%	N/A
December	9,999	12,190	21.9%	7,597	7,288	-4.1%	N/A
YTD	116,581	138,005	18.4%	16,167	76,173	371.2%	32,830

Year to Date % Ridership Change - 2016 to 2017

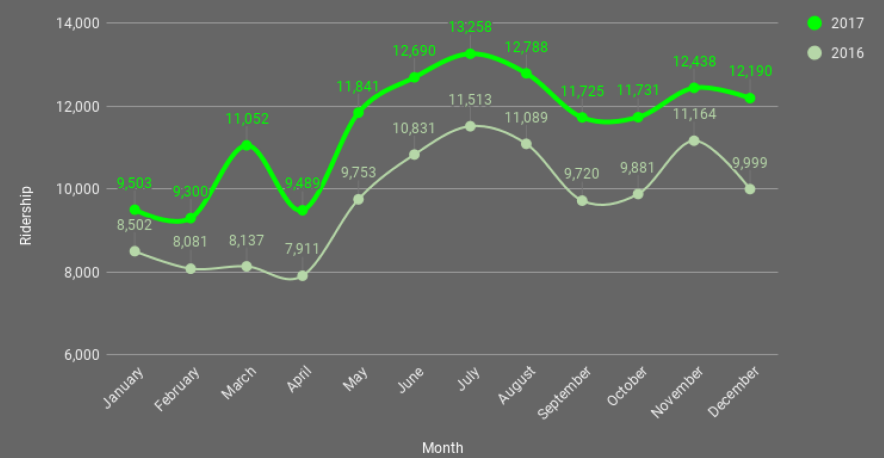


Banff Local Routes 1 and 2 Ridership Comparison

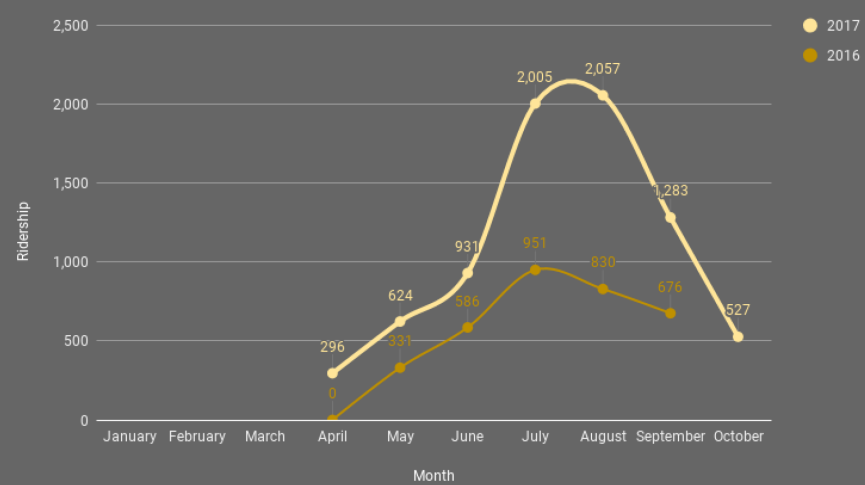
Comparing 2016 to 2017



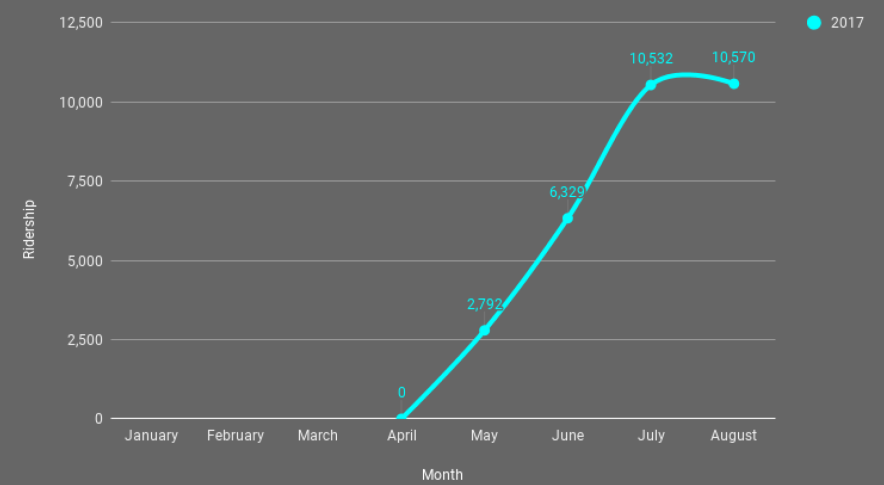
Regional Route 3 Ridership

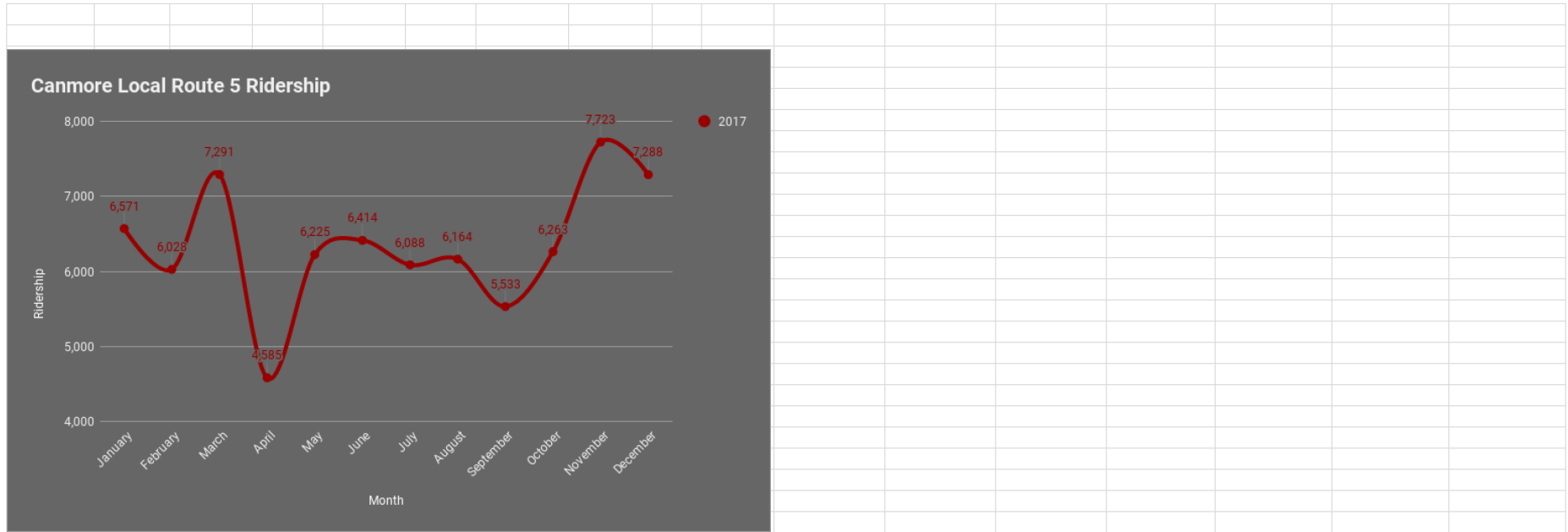


Banff Local Route 4 Ridership



Minnewanka Route 6 Ridership

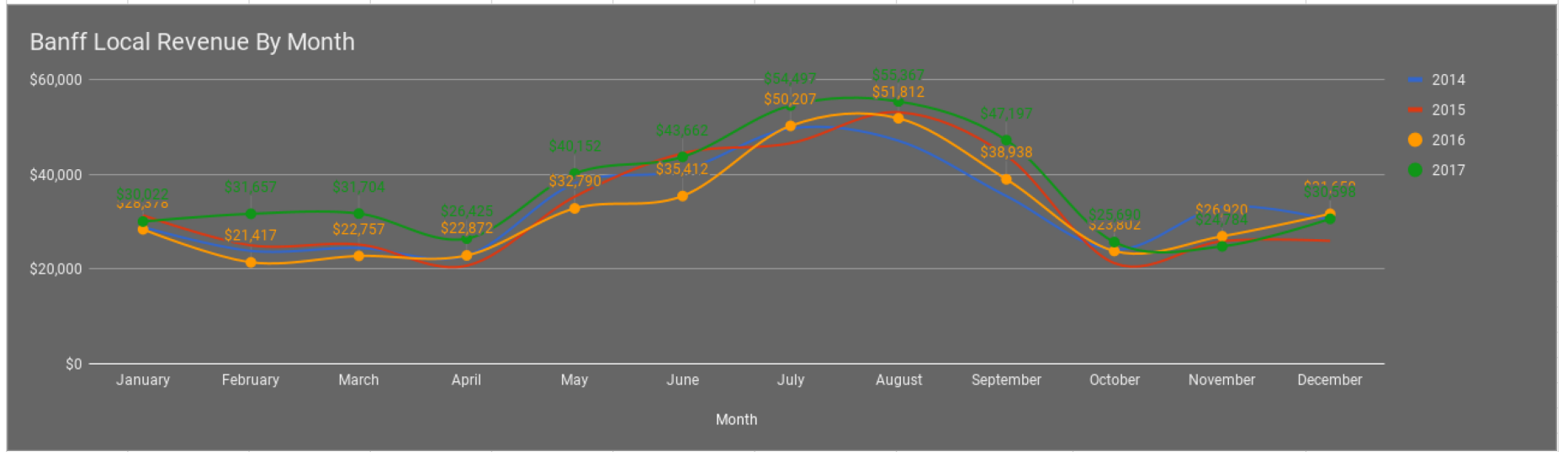




BANFF LOCAL TRANSIT REVENUE BREAKDOWN

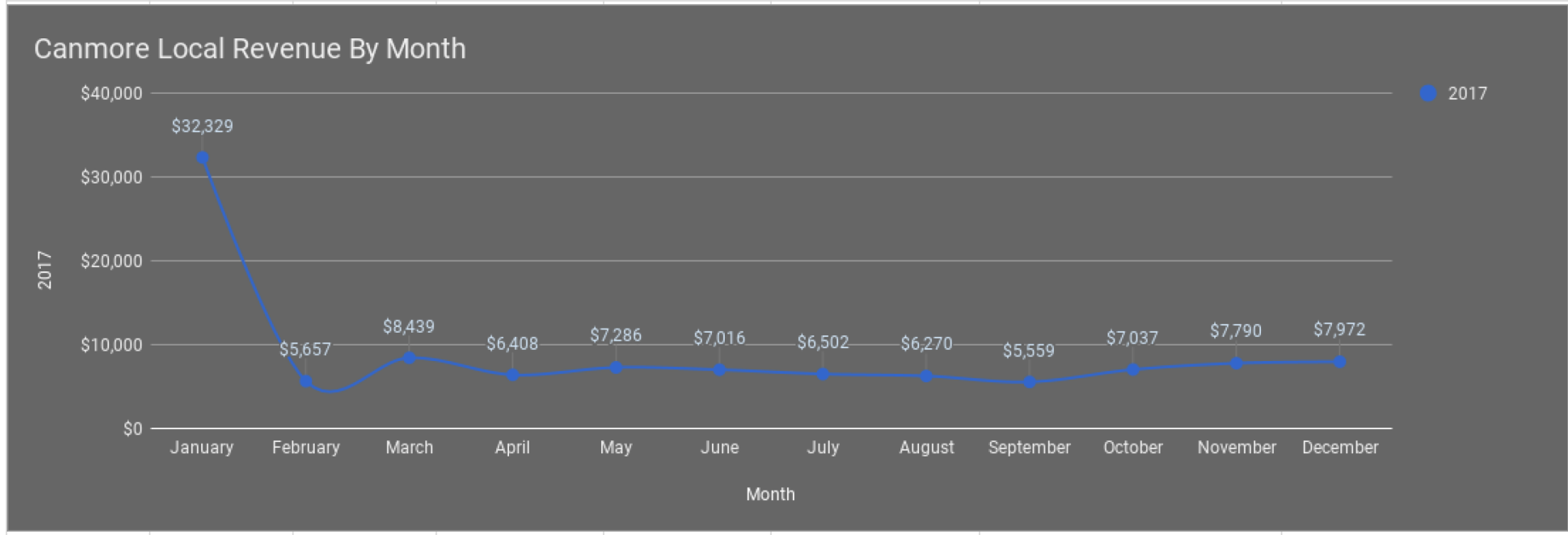
[illegible]

REVENUE									
Month	2014	2015	2016	2017	2016 Running Total	2017 Running Total	Running Total Difference	2016 to 2017 Monthly Difference	2016 to 2017 Monthly % Difference
January	\$28,869	\$31,352	\$28,378	\$30,022	\$28,378	\$30,022	\$1,644	\$1,644	5.5%
February	\$23,824	\$25,006	\$21,417	\$31,657	\$49,795	\$61,679	\$11,884	\$10,240	32.3%
March	\$24,454	\$25,175	\$22,757	\$31,704	\$72,552	\$93,383	\$20,831	\$8,947	28.2%
April	\$22,861	\$20,711	\$22,872	\$26,425	\$95,424	\$119,808	\$24,384	\$3,553	13.4%
May	\$38,052	\$35,268	\$32,790	\$40,152	\$128,214	\$159,960	\$31,746	\$7,362	18.3%
June	\$40,828	\$44,419	\$35,412	\$43,662	\$163,626	\$203,622	\$39,996	\$8,250	18.9%
July	\$49,655	\$46,553	\$50,207	\$54,497	\$213,833	\$258,119	\$44,286	\$4,290	7.9%
August	\$47,076	\$53,075	\$51,812	\$55,367	\$265,645	\$313,486	\$47,841	\$3,555	6.4%
September	\$35,404	\$43,912	\$38,938	\$47,197	\$304,583	\$360,683	\$56,100	\$8,259	17.5%
October	\$24,115	\$21,253	\$23,802	\$25,690	\$328,385	\$386,373	\$57,988	\$1,888	7.3%
November	\$33,078	\$25,892	\$26,920	\$24,784	\$355,305	\$411,157	\$55,852	-\$2,136	-8.6%
December	\$30,344	\$25,939	\$31,650	\$30,598	\$386,955	\$441,755	\$54,800	-\$1,052	-3.4%
Grand Total:	\$398,560	\$398,555	\$386,955	\$441,755	\$386,956	\$441,755	\$54,799	\$54,800	12.4%



CANMORE LOCAL TRANSIT REVENUE BREAKDOWN							
2017 Actual							
Month	Fares	Passes	Other	Total	Budget	Info	
January	\$6,173	\$26,156	\$0	\$32,329	\$10,000.00	*Includes Pass Sales from Dec and Jan both to customers and vendors	
February	\$4,812	\$845	\$0	\$5,657	\$10,000.00		
March	\$5,653	\$2,786	\$0	\$8,439	\$12,000.00		
April	\$3,905	\$2,503	\$0	\$6,408	\$12,000.00		
May	\$5,162	\$2,124	\$0	\$7,286	\$15,000.00		
June	\$5,092	\$1,924	\$0	\$7,016	\$20,000.00		
July	\$4,691	\$1,811	\$0	\$6,502	\$24,000.00		
August	\$4,857	\$1,413	\$0	\$6,270	\$25,000.00		
September	\$4,333	\$1,226	\$0	\$5,559	\$22,000.00		
October	\$4,189	\$2,848	\$0	\$7,037	\$18,000.00		
November	\$5,487	\$2,303	\$0	\$7,790	\$16,000.00		
December	\$4,973	\$2,999	\$0	\$7,972	\$12,000.00		
Totals:	\$59,327	\$48,938	\$0	\$108,265	\$196,000		
2016 Actual							
Month	Fares	Passes	Other	Total	Budget		
January			\$0	\$0	\$-		
February			\$0	\$0	\$-		
March			\$0	\$0	\$-		
April			\$0	\$0	\$-		
May			\$0	\$0	\$-		
June			\$0	\$0	\$-		
July			\$0	\$0	\$-		
August			\$0	\$0	\$-		
September			\$0	\$0	\$-		
October			\$0	\$0	\$-		
November			\$0	\$0	\$-		
December			\$0	\$0	\$-		
Totals:	\$0	\$0	\$0	\$0	\$0		

REVENUE							
Month	2016	2017	2016 Running Total	2017 Running Total	Running Total Difference 2016 to 2017	Monthly Difference	Monthly % Difference
January	\$0	\$32,329	\$0	\$32,329			
February	\$0	\$5,657	\$0	\$37,986			
March	\$0	\$8,439	\$0	\$46,425			
April	\$0	\$6,408	\$0	\$52,833			
May	\$0	\$7,286	\$0	\$60,119			
June	\$0	\$7,016	\$0	\$67,135			
July	\$0	\$6,502	\$0	\$73,637			
August	\$0	\$6,270	\$0	\$79,907			
September	\$0	\$5,559	\$0	\$85,466			
October	\$0	\$7,037	\$0	\$92,503			
November	\$0	\$7,790	\$0	\$100,293			
December	\$0	\$7,972	\$0	\$108,265			
Grand Total:	\$0	\$108,265	\$0	\$108,265			



CANMORE/BANFF REGIONAL TRANSIT REVENUE BREAKDOWN

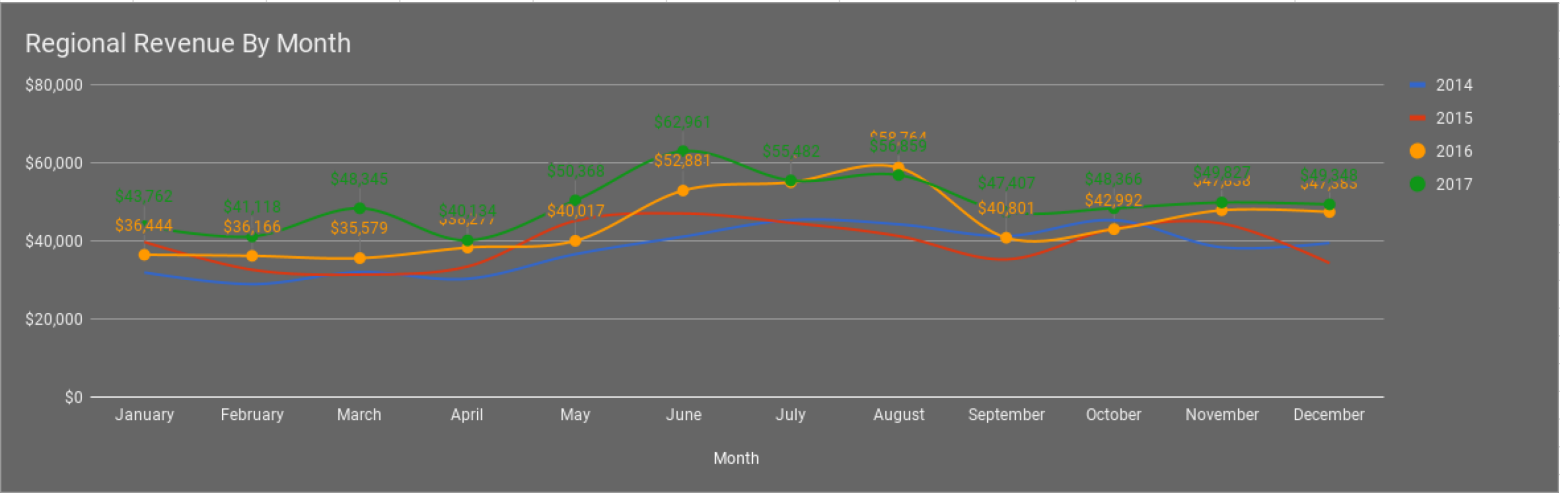
2017 Actual

Month	Fares	Passes	Other	Total	Budget
January	\$27,058	\$16,704	\$0	\$43,762	\$32,567
February	\$28,782	\$12,336	\$0	\$41,118	\$32,567
March	\$31,087	\$17,258	\$0	\$48,345	\$32,567
April	\$28,564	\$11,570	\$0	\$40,134	\$37,567
May	\$36,208	\$14,160	\$0	\$50,368	\$37,567
June	\$41,044	\$21,917	\$0	\$62,961	\$37,567
July	\$44,256	\$11,226	\$0	\$55,482	\$42,567
August	\$41,387	\$15,472	\$0	\$56,859	\$42,567
September	\$34,728	\$12,679	\$0	\$47,407	\$42,567
October	\$33,727	\$14,639	\$0	\$48,366	\$37,567
November	\$33,304	\$16,523	\$0	\$49,827	\$37,567
December	\$31,818	\$17,530	\$0	\$49,348	\$37,567
Totals:	\$411,963	\$182,014	\$0	\$593,977	\$450,800

2016 Actual

Month	Fares	Passes	Other	Total	Budget
January	\$25,963	\$10,481	\$0	\$36,444	\$37,683
February	\$23,859	\$12,307	\$0	\$36,166	\$21,683
March	\$25,254	\$10,325	\$0	\$35,579	\$29,683
April	\$27,917	\$10,360	\$0	\$38,277	\$19,683
May	\$32,340	\$7,677	\$0	\$40,017	\$19,683
June	\$37,098	\$15,783	\$0	\$52,881	\$29,683
July	\$37,222	\$17,785	\$0	\$55,007	\$39,683
August	\$37,217	\$21,547	\$0	\$58,764	\$39,683
September	\$31,066	\$9,735	\$0	\$40,801	\$39,683
October	\$28,830	\$14,162	\$0	\$42,992	\$21,683
November	\$32,270	\$15,568	\$0	\$47,838	\$19,683
December	\$34,141	\$13,242	\$0	\$47,383	\$37,683
Totals:	\$373,177	\$158,972	\$0	\$532,149	\$356,200

REVENUE									
Month	2014	2015	2016	2017	2016 Running Total	2017 Running Total	Running Total Difference	2016 to 2017 Monthly Comparison	2016 to 2017 Monthly % Difference
January	\$31,912	\$39,725	\$36,444	\$43,762	\$36,444	\$43,762	\$7,318	\$7,318	20.1%
February	\$28,892	\$32,590	\$36,166	\$41,118	\$72,610	\$84,880	\$12,270	\$4,952	13.7%
March	\$31,998	\$31,375	\$35,579	\$48,345	\$108,189	\$133,225	\$25,036	\$12,766	35.9%
April	\$30,284	\$33,430	\$38,277	\$40,134	\$146,465	\$173,359	\$26,894	\$1,857	4.9%
May	\$36,589	\$45,147	\$40,017	\$50,368	\$186,482	\$223,727	\$37,245	\$10,351	25.9%
June	\$41,075	\$47,013	\$52,881	\$62,961	\$239,364	\$286,688	\$47,324	\$10,080	19.1%
July	\$45,327	\$44,636	\$55,007	\$55,482	\$294,371	\$342,170	\$47,799	\$475	0.9%
August	\$44,247	\$41,241	\$58,764	\$56,859	\$353,135	\$399,029	\$45,894	-\$1,905	-3.2%
September	\$41,221	\$35,253	\$40,801	\$47,407	\$393,936	\$446,436	\$52,500	\$6,606	16.2%
October	\$45,318	\$43,129	\$42,992	\$48,366	\$436,928	\$494,802	\$57,874	\$5,374	12.5%
November	\$38,334	\$44,467	\$47,838	\$49,827	\$484,766	\$544,629	\$59,863	\$1,989	4.2%
December	\$39,462	\$34,301	\$47,383	\$49,348	\$532,148	\$593,977	\$61,829	\$1,965	4.1%
Grand Total:	\$454,658	\$472,306	\$532,149	\$593,977	\$532,148	\$593,977	\$61,829	\$61,828	11.6%



Bow Valley *Regional* Transit Services Commission



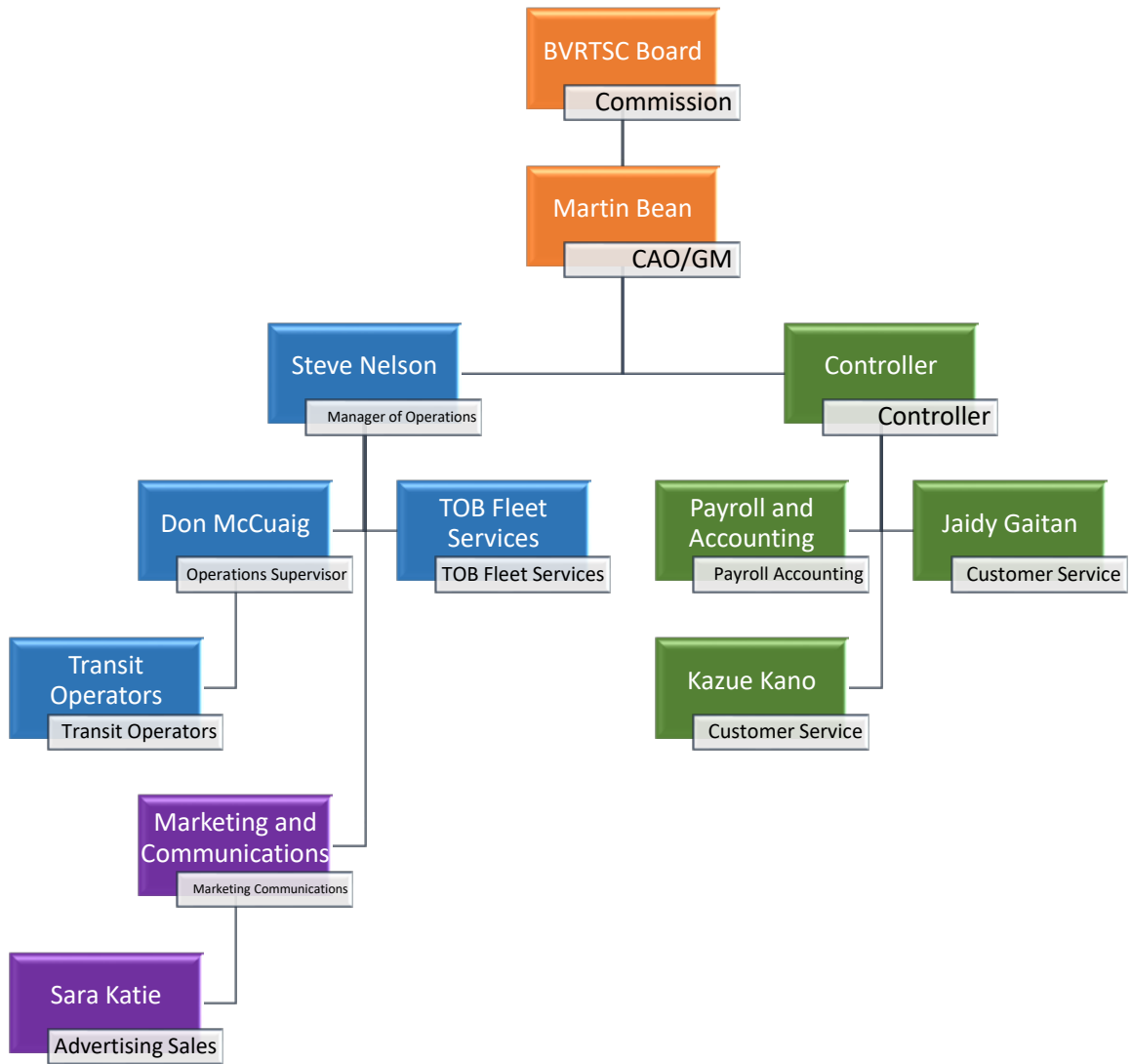
New Business

Bow Valley *R*egional Transit Services Commission

Organizational Change for Growth

RE-ORG CHART





Financial Controller

JOB PROFILE

Position Summary:

This is a multi-functional position reporting to the Chief Administrative Officer and providing leadership for all financial areas of a growing organization. Key functions will be leading the financial reporting and controls within the organization and recommending enhancements or changes to enable future growth.

Duties may include:

- Manage all accounting operations including Billing, A/R, A/P, GL and Payroll.
- Coordinate and direct the preparation of the capital and operating budget, financial forecasts and report variances.
- Responsible for maintenance of all financial records and a comprehensive set of controls designed to mitigate risk, enhance the accuracy of the company's reported financial results, and ensure that reported results comply with generally accepted accounting principles.
- Prepare, publish and report on timely monthly financial statements.
- Responsible for all banking transactions, including reconciliation of all accounts.
- Overall responsibility for the pension, benefit and insurance programs for the organization including research to ensure the Commission is receiving the best value for dollars spent.
- Research required regulatory reporting plus preparation and submitting of same.
- Assist with research and preparation of grants available to the Commission.
- Key liaison for the Commission with contracted external auditors.
- Support month-end and year-end close process.
- Ensure quality control over financial transactions and financial reporting.
- Manage and comply with local, provincial and federal government reporting requirements and tax filings, including GST.
- Develop and document business processes and accounting policies to maintain and strengthen internal controls.
- Supervise accounting and customer service staff as required.
- Additional controller duties as necessary
- Provides strategic analysis to support improved decision making as required
- Other duties as required.

This position will require a very organized, multi-tasking individual who understands the complexities of financial management within a public organization.



Qualifications:

Education (minimum)

- Bachelor's Degree
- Canadian CPA designation (CMA, CA or CGA)

Experience

- Minimum five (5) directly related senior accounting/finance experience in a fast-paced office environment.
- Municipal government experience is an asset
- Public transit, transportation experience considered an asset
- Experience in development and reporting on Key Performance Indicators
- Financial statement preparation and analysis
- Customer service
- Experience with cloud based accounting software.

Knowledge, Skills, and Abilities

- Excellent organizational, public relation and time management skills
- Must be able to multi task to achieve deadlines and meet the needs of multiple stakeholders
- Ability to work independently, create own direction, must be able to set own achievement targets
- Excellent oral and written communication skills in English
- Ability to perform duties calmly and efficiently and provide information and general assistance to internal staff and the public.
- Knowledge of general office organization and proficiency in the operation of all general office equipment
- Excellent proof reading skills, as it relates to grammar, spelling, punctuation and accuracy within financial programs.
- Considerable knowledge of software applications, particularly QuickBooks or other financial software, plus MSOffice applications

Working Conditions

This position is primarily an office position with weekday hours (35-hour work week). Some external meetings will be required, and the position has significant contact with the public and other employees. The office environment has moderate noise levels, controlled temperature, and no direct exposure to hazardous physical substances.

This position is full time and is eligible for the Local Authorities Pension Plan and Health/Dental benefits as a member of the BVRTSC plan with Manulife. We offer a relaxed but professional office environment, Active Living Purchase Assistance Loans, Roam Public Transit Pass, flexible working hours and more.

Marketing and Communications Coordinator

JOB PROFILE

Position Summary

Reporting to the Chief Administrative Officer, you manage and coordinate the BVRTSC's digital media presence, ensuring community vision and values, Commission priorities and communication goals are embraced. In this position, you assist with the planning, development, implementation and monitoring of internal and external communications, marketing and public engagement functions of the BVRTSC

Duties may include:

- Managing, overseeing and further developing the social media presence of Roam Transit and the BVRTSC.
- Oversee website content in conjunction with the Operations Manager, ensuring updates are providing appropriate and relevant content.
- Source and manage external services relating to online communications, and exercise final creative authority and costing.
- Engage local vendors and partners to further expand the Roam brand and increase public awareness of transit options.
- Communicate with local businesses to increase promotion of public transit.
- Manage and expand our current Hotel Partner program throughout the Bow Valley.
- Ensure the adherence to the Roam Transit branding in online communications, other communication projects and with external consultants and partners.
- Assist with the planning and development of, and manage the execution of comprehensive communications strategies, public education and marketing programs.
- Provide effective media relations support to the CAO and step in when required to support the organization in media functions.
- Provide writing, editing and graphic design skills such as image editing for a multitude of projects and initiatives such as presentations, reports, news releases, advertisements and speaking notes, in addition to online communications.
- Work collaboratively to ensure brand consistency and quality in all creative print materials (including advertisements, posters, publications) and work independently to start and complete tasks.
- Ensure compliance with regulatory/legislative needs of department, such as Health and Safety Program, *Municipal Government Act*, etc.
- Assists in tracking and resolving of customer inquiries and issues.
- Provide courteous and positive public relations with internal and external customers.
- Providing relief support for Customer Service Representatives to ensure client needs are met.

- Other duties as required.

This position will require a very organized, multi-tasking individual who can work independently to market a growing organization with the goal of increasing transit ridership.

Qualifications

Education (minimum)

- Post-Secondary Degree in marketing, communications or a related discipline. A combination of education plus work experience will also be considered.

Experience

- Minimum three (3) years directly related marketing and communications experience in a demanding, fast paced environment
- Municipal government experience is an asset
- Public transit, transportation experience considered an asset
- Experience in interacting with public, both transit riders and non-user stakeholders
- Prior experience with preparing and giving presentations to stakeholders in both individual and group settings.

Knowledge, skills, and abilities

- Exceptional computer skills – fluent in Microsoft Office applications and social media applications, knowledgeable in production and maintenance of web pages and applications/tools.
- Excellent proof reading skills, as it relates to grammar, spelling, punctuation and accuracy within any written correspondence and advertising.
- Excellent organizational, public relation and time management skills
- Must be able to multi task to achieve deadlines and meet the needs of multiple stakeholders
- Ability to work independently, create own direction, must be able to set own achievement targets
- Excellent oral and written communication skills in English
- Ability to perform duties calmly and efficiently and provide information and general assistance to internal staff and the public.
- Knowledge of general office organization and proficiency in the operation of all general office equipment

Working Conditions

This position will require both internal office time and community travel, primarily within the Bow Valley. External meetings will be required, and the position has significant contact with the public



and other employees. The office environment has moderate noise levels, controlled temperature, and no direct exposure to hazardous physical substances.

This position is based on 3 days per week and is eligible for Health/Dental benefits as a member of the BVRTSC plan with Manulife. We offer a relaxed but professional office environment, Active Living Purchase Assistance Loans, Roam Public Transit Pass, flexible working hours and more.

Payroll/Accounting Administrator

JOB PROFILE

Position Summary:

This is a multi-functional position reporting to the Financial Controller and providing administrative support in various financial disciplines within the organization. Key functions will be managing the day to day payroll administration and support, accounts payable, accounts receivable, record keeping and bank reconciliation.

Duties may include:

- Preparation and submission of bi-weekly payroll to ensure all employees are paid according to legislation and contract.
- Liaise with employees with regards to payroll and benefits.
- Preparation of invoices and monitoring of accounts to ensure timely collection of receivables.
- Tracking, coding and preparation of payments for approval, ensuring that the Payables for the Commission are kept within agreed terms.
- Communicating with stakeholders, contractors, vendors and the general public to ensure their expectations are met.
- Managing expenditures, tracking financials, cash handling, cash and fare processing, working with third party point of sale vendors
- Coordinating the financial aspects of the Electronic Fare Collection system to ensure accurate reporting and cash fare collection.
- Overseeing all office administrative contracts (i.e. copier, office lease, office cleaning, cell phone etc.),
- Assisting with preparation of financial documentation as required.
- Preparation for the annual year-end audit process under the direction of the Financial Controller.
- Assists in tracking and resolving of customer inquiries and issues.
- Provides courteous and positive public relations with internal and external customers.
- Providing relief support for Customer Service Representatives to ensure client needs are met.
- Other duties as required.

This position will require a very organized, multi-tasking individual who understands or can learn the complexities of financial management within a public organization.

Qualifications:

Education (minimum)

- High school diploma or G.E.D.



- Completion of an accounting or bookkeeping diploma training program at a recognized, accredited post-secondary college or technical school.

Experience

- Minimum three (3) years directly related administrative, coordination, and/or supervisory experience in a demanding, fast paced office environment.
- Experience in working with numbers, statistics, management of data.
- Experience dealing with the public.
- Experience in customer service preferably in the public sector.
- Municipal government experience is an asset.
- Public transit, transportation experience considered an asset.

Knowledge, skills, and abilities

- Considerable knowledge of software applications, particularly QuickBooks or other financial software, plus MSOffice applications.
- Financial, accounting, bookkeeping experience.
- Excellent organizational, public relation and time management skills.
- Must be able to multi task to achieve deadlines and meet the needs of multiple stakeholders.
- Ability to work independently, create own direction, must be able to set own achievement targets.
- Excellent oral and written communication skills in English.
- Excellent proof reading skills, as it relates to grammar, spelling, punctuation and accuracy within financial programs.
- Ability to perform duties calmly and efficiently and provide information and general assistance to internal staff and the public.
- Knowledge of general office organization and proficiency in the operation of all general office equipment.

Working Conditions

This position is primarily an office position with weekday hours (35-hour work week). Some external meetings will be required, and the position has significant contact with the public and other employees. The office environment has moderate noise levels, controlled temperature, and no direct exposure to hazardous physical substances.

This position is full time and is eligible for the Local Authorities Pension Plan and Health/Dental benefits as a member of the BVRTSC plan with Manulife. We offer a relaxed but professional office environment, Active Living Purchase Assistance Loans, Roam Public Transit Pass, flexible working hours and more.