



MANAGER OF CREDIT/DEBIT FARE PROGRAMS

FC: FIN-000009
PB: PB-09
FLSA: Exempt

PC: 890
BU: 31 (AFSCME)
Created: July 2, 2007

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Directs, manages and supervises the activities and operations of the District's credit and debit fare programs, group sales and other regional programs, ticket refunds and or ticket exchanges, including the development and implementation of policies and procedures, maintaining conformity with legal and privacy requirements related to credit/debit instruments, long and short term planning, resolution of operational problems; provides highly responsible and complex administrative support to the Assistant Treasurer; performs related duties as assigned.

CLASS CHARACTERISTICS

This single position classification is responsible for all activities and operations of the District's various credit and debit programs, group sales program and other regional programs. This position is distinguished from the Assistant Treasurer in that the latter is responsible for all activities and operations of the Treasury Department.

REPORTS TO

This position reports to the Assistant Treasurer.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

1. Manages and oversees the monthly reconciliation of credit and debit transactions with the processing bank, the group sales activity with the processing bank and accounting records and reviews the daily processing of customer refund claims and ticket exchanges.
2. Coordinate activities with other District departments and divisions relative to assigned areas of responsibility, represent division at various meetings with other departments, divisions and outside agencies; communicate information and activities with others as appropriate.
3. Monitors development and new technologies related to assigned areas of responsibility, prepares analytical reports and operational analysis to evaluate impact upon District's operations, recommend changes for practices and procedures improvements.

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4. Write operational procedures for assigned areas of responsibility; provide supervision and training to assigned support staff.
5. Participate in the development of the Division's annual budget; prepare forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures.
6. Conduct research on new credit and debit programs and services, prepare feasibility analysis, make recommendations and prepare written reports.
7. Review and respond to complaints and questions from the general public relating to credit and debit programs and ticket refunds and/or ticket exchanges; receive problems and recommend corrective actions.

QUALIFICATIONS

Knowledge of:

Supervising principles and methods, including work planning, training, motivation and discipline.

Maintenance and security of confidential records and files.

Principals and practices of financial accounting and systems.

Knowledge of methods and techniques of research and financial analysis.

Current office procedures, methods and equipment including computers and supporting software applications.

Principles of business letter writing and report preparation.

Designing and utilizing computerized databases.

Skill In:

Planning, assigning, directing and reviewing the work of support staff.

Researching, analyzing and summarizing recommendations relating to development and implementation of potential new credit and debit programs and activities.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Preparing clear, concise and complete report and other written materials.

Communicating clearly and concisely both orally and in writing.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in accounting, business administration, public finance, or related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable professional experience in accounting, finance or treasury preferably in a governmental or public agency setting which must have included one (1) year of supervisory experience.

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Substitution:

Additional profession experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment, exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEOC Code: 02

Safety Sensitive Designation: No