

Senior Program and Policy Specialist Job Number: 48195

The City of Edmonton regulates Vehicles for Hire (VFH) through its [Vehicle for Hire Bylaw](#). Vehicles for hire include taxis, rideshare companies, limousines, and shuttles. The vehicle for hire industry is an important part of the local economy, employing Edmontonians and enhancing livability in the City by providing mobility options for residents.

The Vehicle for Hire Unit is a high performing team who are passionate about supporting the vehicle for hire industry and its customers in alignment with The City Plan's direction that Edmonton's mobility system should be safe, secure, accessible and responsive. The Senior Program and Policy Specialist is a senior-level role that is responsible for leading high profile projects for the Vehicle for Hire Unit and is responsible for identifying, prioritizing and project managing policy development, bylaw amendments, process changes, and program development for proactive and continuous improvement of Vehicle for Hire services, or in response to emerging issues and/or Council Motions.

With a focus on the [City of Edmonton's Cultural Commitments](#) to Safe, Helpful, Accountable, Integrated and Excellent, you will:

- Identify, design, project manage and implement strategic projects prioritized within Vehicle for Hire's program work plan and initiatives
- Develop, facilitate and/or represent The City of Edmonton in stakeholder engagement, inter-governmental or multi-jurisdictional projects - often facilitating stakeholder groups with competing interests
- Develop and lead mixed-methods research and stakeholder engagement techniques to inform program decisions and recommendations, including the application of Gender-based Analysis Plus analytical processes to projects
- Develop and implement internal and external/stakeholder change management strategies to guide the successful implementation of program and project deliverables
- Identify emerging issues and propose strategies, projects and data driven solutions that address a diverse and often conflicting range of stakeholder perspectives
- Act as a subject matter expert for Vehicle for Hire bylaws, policies, and business process by providing bylaw interpretation, insight, and advice to stakeholders - including other City of Edmonton business areas, industry and user stakeholders, regulatory and enforcement partners, and other levels of government - to ensure VFH licensing regulations are relevant and responsive to changing needs
- Maintain, develop and interpret the Vehicle for Hire Bylaw 17400, and all associated policies; work collaboratively with Legal Services on bylaw/policy amendments
- Act as the first line of support to the Vehicle for Hire Program Lead for issues management, the preparation of responses to escalated inquiries from City Council and the Executive Leadership Team, and the coordination/preparation of Council Reports, memos, notices of motion, and briefing notes - including participation in Council Committee meetings as a subject matter expert

Qualifications:

- Bachelor's degree in Business Administration, Public Administration, Public Policy, Political Science, Planning or a related field
- A minimum of five years of relevant and diversified work experience, including project management, primary and secondary research, multi-stakeholder engagement, strategic and/or operational business planning, policy development and application
- Experience working with transportation regulation and/or accessibility initiatives is an asset
- Demonstrated experience leading complex projects with the ability to independently develop, lead and implement in the government, transportation regulation, or third sector environments, including the ability to build and lead project teams comprised of internal staff and external contractors
- High degree of proficiency with project management tools and methodologies, as well as tools available in the Google Suite
- Demonstrated ability to apply systems thinking assess complex issues, and work collaboratively across competing interests to generate solutions
- Demonstrated experience independently establishing priorities and actions under broad direction, including proficiency with identifying and actioning a variety of quantitative, qualitative, and mixed research and analysis methodologies into projects and initiatives
- Experience leading/facilitating stakeholder engagement and relationship strategies on behalf of programs or business areas, employing a high degree of diplomacy and tactfulness while managing a wide variety of stakeholder perspectives
- Demonstrated ability to communicate effectively in both verbal and written formats about complex or contentious issues with a variety of audiences, including both users of public services and senior government officials
- Demonstrated ability to initialize and secure project resources, including budget, internal project staff, and procurement of external contractors where necessary
- Demonstrated ability to develop and implement change management plans to teams working in large private or third sector organizations, or government sectors
- Demonstrate alignment with the Cultural Commitments of Safe, Helpful, Accountable, Integrated and Excellent, fostering an environment for others to do the same. For more information on the City's Cultural Commitments, please visit edmonton.ca/our-culture
- Demonstrate the foundational competencies, key behaviours and attributes of the City's six leadership competencies: Courage, Inclusivity, Values-Based Influencer, Collaborative Networker, Systems Thinker and Creative Innovator. For more information on the City's leadership competencies, please visit edmonton.ca/our-culture
- Applicants may be tested

The City of Edmonton is committed to inclusive, respectful and equitable workplaces that represent the communities we serve. We continuously improve our systems, policies and practices to remove barriers and ensure our employees, in all their diversity, can succeed. We value applicants with a diverse range of skills, experiences and competencies, and encourage you to apply. To learn more, see the Art of Inclusion: Our Diversity and Inclusion Framework here: <https://bit.ly/3hd2d95>

The City of Edmonton strives to provide reasonable access and accommodations throughout the application and selection process. If you would like to request an accommodation at any stage of the process, please contact Employment@edmonton.ca.

We are an equal opportunity employer.

We welcome diversity and encourage applications from all qualified individuals.

Up to 1 permanent full-time position

Hours of Work: 33.75 hours per week

The weekly hours of work for this position are currently under review and may change at a future time. Any changes will be made in accordance with the City of Edmonton/Civic Service Union 52 collective agreement and the incumbent will be notified in advance.

Salary: \$45,846 - \$57,931 (Hourly); \$80,769.190 - \$102,059.940 (Annually)

Talent Acquisition Consultant: AS/RA

Classification Title: Strategic Planning Analyst II

Posting Date: Nov 20, 2023

Closing Date: Dec 4, 2023 11:59:00 PM (MST)

Number of Openings (up to): 1 - Permanent Full-time

Union : CSU 52

Department: Development Services

Work Location(s): 5th Floor Edmonton Tower, 10111 104 Avenue Edmonton T5J 0J4

Visit www.edmonton.ca/careers for information on how to apply