

Senior Program and Policy Specialist Job Number: 50520

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 team is high performing and 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 critical role in the success of the team and its strategic and operational plans - and is responsible for leading high profile initiatives - including 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.

What will you do?

- Identify, design, project manage and implement projects prioritized within Vehicle for Hire's program work plan
- 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

Skills required for success:

- 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

Work Environment:

- This position may be eligible for a **hybrid work arrangement** with the flexibility to work from both home and the worksite as per the Letter of Understanding between the City of Edmonton and Civic Service Union 52.
- 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.
- Alignment to our [Art of Inclusion: Our Diversity and Inclusion Framework](#)
- Alignment to our [Cultural Commitments](#)
- Alignment to our [Leadership Competencies](#)
- Applicants will be tested

The City of Edmonton values applicants with a diverse range of skills, experiences and competencies, and encourages you to apply. We strive to provide reasonable access and accommodations throughout the recruitment process. To request an accommodation, please contact employment@edmonton.ca. Learn more about our benefits <https://bit.ly/COEbenefits>.

Up to 1 permanent full-time position

Hours of Work: 33.75 hours per week

Salary: \$48,767 - \$61,623 (Hourly); \$85,915.26 - \$108,564.32 (Annually)

Talent Acquisition Consultant: AS/MM

Classification Title: Strategic Planning Analyst II

Posting Date: Sep 24, 2024

Closing Date: Oct 8, 2024 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